

ARMS Web User Guide

EXHIBIT D

Automated Rental Management System

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Best Available Copy

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Welcome to ARMS Web!

This User Guide offers step-by-step instructions that clearly guide you through each function of ARMS Web. It also shows you how to maximize the benefits of the system. Enterprise encourages you to keep the User Guide handy for future reference.

What is ARMS Web?

It is the Internet-based version of the **Automated Rental Management System**. ARMS Web forms a web-based computer link between your company and Enterprise Rent-A-Car. You can create reservations to set up rentals for your insured or claimants directly through the Enterprise computer system. You also have the ability to change existing reservations and rentals, view rates, extend authorizations, receive authorization requests and extension requests, send messages back and forth with Enterprise, and much more.

User Guide Overview

Keep these important points in mind when reading your User Guide:

The screens shown throughout this guide are reproduced directly from the ARMS Web system and are accurate reflections of the actual screens. Field buttons appear in bold type. They can be clicked to access information or move to another screen.

Enterprise
rent-a-car

ARMS Automated Rental Management System
Home

Office: B0137 01 Adjuster: ADAMS, KYLE

Handling for Adjuster: (Or ALL)

Rental Activity

Renter's Last Name: JOE

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff

Helpful Hints

- Remember to key your **claims office code** in the **Office** field on the main menu (shown above). Your name will already be set in the **Adjuster** field after you log on to the system. Once you enter the office code here, it is carried forward throughout the program for you.
- If you are monitoring or making changes to another adjuster's files, be sure to enter his or her last name in the **Handling for Adjuster** field.
- Whenever a button is highlighted (see Create Reservation above), you can press **ENTER** or click the button to select it. You can highlight a button by pressing **TAB** to move from one button to the next. Though there are three methods by which to select the screen, the User Guide will use only the highlight and click OK method. Remember that you can use any of the methods at any time.

Common Definitions

- A *finger* is what the cursor turns into when it is positioned over a button. Click to select that button.
- A *button* is an area on the screen that allows you to access, view, and/or change information.

Introduction

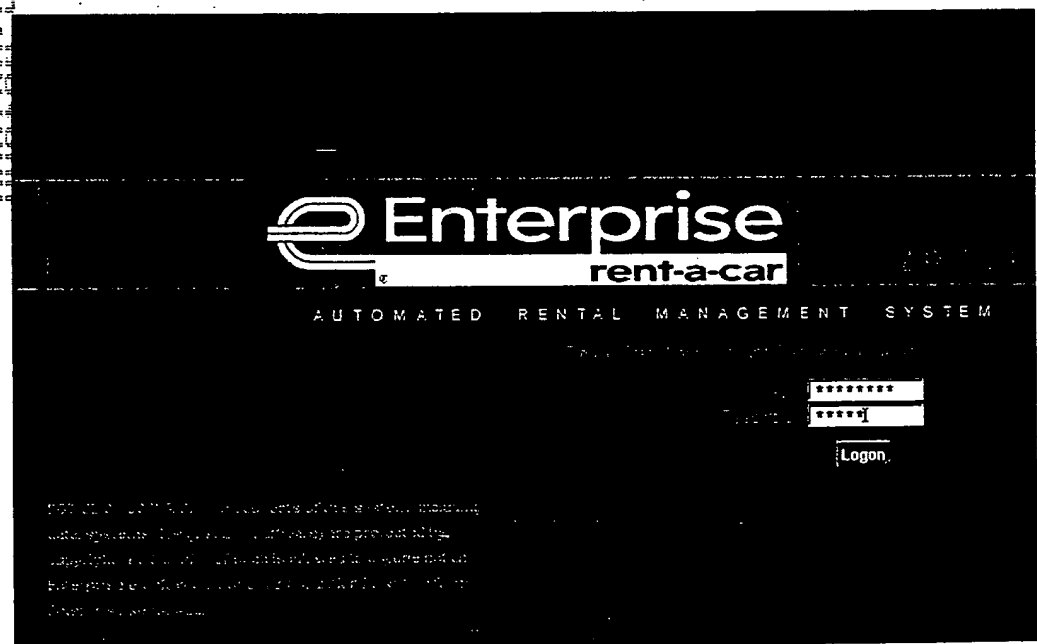
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Sign On

Depending on the type of link your company has with Enterprise, the following screen may or may not appear. If it does *not* appear, consult your supervisor for sign-on procedures.

If the Sign On screen *does* appear,

- 1) Key your **User ID** and **Password**. This user ID and password will be issued to you by Enterprise. These allow Enterprise to confirm that you are authorized to use ARMS Web.
- 2) Press **ENTER** or click **Logon**. The ARMS Web main menu appears (page v).



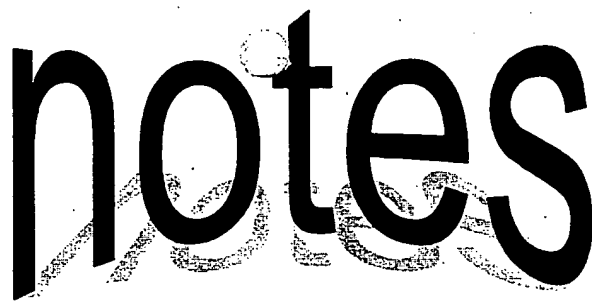
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[illegible]

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Enterprise rent-a-car ARMS Automated Rental Management System

Office: B0137 | 01 Adjuster: ADAMS, KYLE

Handling for Adjuster: (Or ALL)

Rental Activity

Renter's Last Name: JOB

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logout

Helpful Hints

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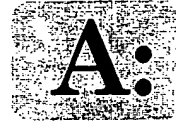
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Create Reservation



When should I
use Create
Reservation?



Use this section
to authorize
a rental.


Create a Reservation - Main Menu	1
Select a Reservation	2
Select an Adjustor	3
Create a Reservation	4
Create a Reservation - Rate Selection	5

Sign On

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If the Sign On screen *does* appear,

- 1) Key your **User ID** and **Password**. This user ID and password will be issued to you by Enterprise. These allow Enterprise to confirm that you are authorized to use ARMS Web.
- 2) Press **(ENTER)** or click **Logon**. The ARMS Web main menu appears (page v).



AUTOMATED RENTAL MANAGEMENT SYSTEM

Logon

Logon

Logon

Create a Reservation - Menu

- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.
- 3) Key the first three letters of the renter's last name (required).
- 4) Click Create Reservation.
- 5) If Enterprise has already requested a reservation authorization for a renter whose last name matches the three letters keyed, the Select Reservations/Rentals screen appears when you click Create Reservation (page 2). If there is no match for the letters keyed, the Create Reservation screen appears (page 4).



The Select Reservations/Rentals screen prevents duplicate authorization requests. You will probably see it often.

00011800 "00011800"

Enterprise
rent-a-car

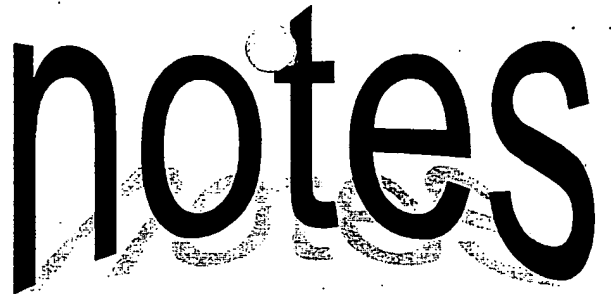
Home
Office: B0021 01
Adjuster: ADAMS, KYLE

Handling for Adjuster: (Or "ALL")

Rental Activity
Renter's Last Name: JOH
Create Reservation
Enterprise Requests by Adjuster
Change Reservation/Rental
Enterprise Requests Unassigned

Rental Lookup
View Reservation/Rental
On-Line Reporting
Invoicing
Process Approved Invoices
ARMS Maintenance
Setup and Maintenance

Logout

[illegible]

Select an Adjustor

This Adjuster Selection pop-up window appears when no adjuster has been assigned to the selected claim.

- 1) Key the desired adjuster name in the Adjuster Last Name field and click **Search**.

OR

Click to highlight the desired adjuster in the Adjuster name field, and click **OK**.

- 2) The Create Reservation screen appears (page 4).



Click **Change Claims Office** to find a new claims office.

000100 00041500

Enterprise ARMS Automated Rental Management System

Adjuster Selection

Office: B0174-01

Adjuster Last Name: Search

Adjuster Name

ADAMS, RILEY
DENNISON, MICHAEL
DEVALLANCE, KIM
KRAUSE, BRENDA
LALLEY, BRIAN
MAYNES, DONNA
MC GRATH, BRIAN
MEYER, THERESA
MILLER, REGINA
MONSON, DAVID
RANDOLPH, JANICE
SUMNER, CALI
TOTH, KELLY
UNKNOWN, UNKNOWN

Back OK

Home Add New

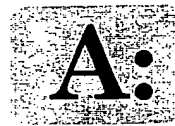
Warning: Applet Window

Change Claims Office

Create Reservation



When should I
use Create
Reservation?



Use this section
to authorize
a rental.

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Select a Reservation	2
Select an Adjustor	3
Create a Reservation	4
Create a Reservation - Rate Selection	5

Create a Reservation - Rate Selection

This pop-up window appears when you click **Rates** from the Create Reservation screen (page 4).




The window shown below displays an *example* of vehicle classes and the associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. ARMS Web uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid only at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.



If there are no Enterprise offices found, based on the Phone Where Rental Is Needed field, the reservation will be sent to Claims Connection in St. Louis.

- 1) Click to highlight the car class you wish to select, and click **OK**. ARMS Web automatically places the selected rate in the appropriate field and returns you to the Create Reservation screen (page 4).
- 2) Click **Back** to return to the Create Reservation screen without selecting a car class.



Claim Number:

Quick Rez

Renter Last Name:

Work Phone: 000 000

Home Phone: 000 000

Phone Where Rental is Needed: 314 512

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): **Rates**

Direct Bill Percent: 100 %

Message to Enterprise:

Back

[Home](#) [Detail](#) [Message](#) [Change](#)

Rental Vehicle Class / Rate Selection

ENTERPRISE RENT-A-CAR - 0139

7730 BONHOMME AVENUE

CLAYTON MO 63105

(314) 862-4465

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

Back **OK**

Create a Reservation - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Key the first three letters of the **renter's last name** (required).
- 4) Click **Create Reservation**.
- 5) If Enterprise has already requested a reservation authorization for a renter whose last name matches the three letters keyed, the **Select Reservations/Rentals** screen appears when you click **Create Reservation** (page 2). If there is no match for the letters keyed, the **Create Reservation** screen appears (page 4).



The Select Reservations/Rentals screen prevents duplicate authorization requests. You will probably see it often.

Enterprise

rent-a-car

Home

Office: B0021 | 01

Adjuster: ADAMS, KYLE

Handling for Adjuster: | (Or *ALL)

Rental Activity

Renter's Last Name: JOH

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

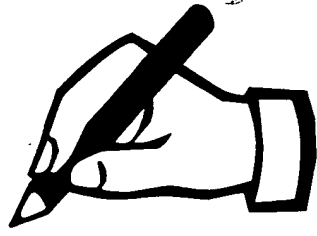
Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logout



notes

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Select an Adjustor

This Adjuster Selection pop-up window appears when no adjuster has been assigned to the selected claim.

- 1) Key the desired adjuster name in the Adjuster Last Name field and click **Search**.

OR

Click to highlight the desired adjuster in the Adjuster name field, and click **OK**.

- 2) The Create Reservation screen appears (page 4).



Click **Change Claims Office** to find a new claims office.

ARMS - Automated Rental Management System

Adjuster Selection

Office: B0174 01

Adjuster Last Name: Search

Adjuster Name

ARAMS, RYLE
DENNISON, MICHAEL
DEVALLANCE, KIM
KRAUSE, BRENDA
LALLEY, BRIAN
MAYNES, DONNA
MC CRATH, BRIAN
MEYER, THERESA
MILLER, REGINA
MONSON, DAVID
RANDOLPH, JANICE
SUMMER, CALI
TOTH, KELLY
UNKNOWN, UNKNOWN

Back OK

Change Claims Office

Warning: Applet Window

Change Reservation/Rental

Q:

When should I use Change Reservation/Rental?

A:

Use this section to extend a rental or change information on an existing reservation.

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Change an Unconfirmed Reservation/Ticket.....	5
Change an Unconfirmed Reservation/Ticket.....	6
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
Change and Process an Unconfirmed Reservation/Ticket.....	7
<i>Authorization, Rental Delivery Information, and Message</i>	
Change and Process a Reservation or an Open Rental.....	8
Extend an Open Rental.....	9
Send a Message on an Open or Unconfirmed Reservation or Rental ...	10
Cancel a Reservation	11
Terminate an Open Rental Ticket	12

Create a Reservation - Rate Selection

This pop-up window appears when you click **Rates** from the Create Reservation screen (page 4).




The window shown below displays an *example* of vehicle classes and the associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. ARMS Web uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid only at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.



If there are no Enterprise offices found, based on the Phone Where Rental Is Needed field, the reservation will be sent to Claims Connection in St. Louis.

- 1) Click to highlight the car class you wish to select, and click **OK**. ARMS Web automatically places the selected rate in the appropriate field and returns you to the Create Reservation screen (page 4).
- 2) Click **Back** to return to the Create Reservation screen without selecting a car class.



Claim Number:

Quick Rez

Renter Last Name:

Work Phone: 000 000

Home Phone: 000 000

Phone Where Rental is Needed: 314 512

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): **Rates**

Direct Bill Percent: 100 %

Message to Enterprise:

Back

[Home](#) [Detail](#) [Message](#) [Change](#)

Rental Vehicle Class / Rate Selection

ENTERPRISE RENT-A-CAR - 0139

7730 BONHOMME AVENUE

CLAYTON MO 63105

(314) 862-4486

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

Back **OK**

Authorization Status Definitions

RESERVATION	A rental has been authorized, but the customer has not yet picked up a rental car or started a rental ticket/contract.
OPEN RENTAL	The customer has picked up a car and has opened a rental ticket/contract.
DIRECT BILL REQUEST	The customer has reserved or rented a car through Enterprise, and Enterprise is requesting that you confirm whether you will authorize the rental.
EXTENSION	An extension request is pending on an open contract.
MESSAGE	An incoming message is pending on an open reservation/rental.
EXTN/MSG	(Extension and Message) - An extension request, along with an additional message, is pending on an open contract.
SENT	You have sent an authorization to Enterprise, but the office has not yet sent back a confirmation.
CLOSED	(Closed Ticket) - The customer has returned the rental car and ended the contract.
REJECT	(Authorization Rejected) - An unconfirmed ticket or reservation has been denied authorization.
CANCEL	(Cancelled Reservation) - A previously authorized reservation has been cancelled.
UNASSIGNED RESERVATION	A direct bill request from Enterprise has yet to be assigned to an adjustor.

The following status definitions apply only to those companies that use the ARMS Web Electronic Invoicing feature:

INVOICE - The rental ticket has been closed and is awaiting approval for payment.


REJECTED INVOICE - Authorization for payment of the invoice has been denied.

INVOICE RETURNED - An invoice has been returned to the adjustor because the home office's system could not find a matching claim number and cannot issue payment.

PAID - The invoice has been approved and processed for payment.



The invoice is marked "PAID" in the ARMS Web system only. Your account will be credited upon receipt of payment.



notes

005118330 001000



Use a "Filter" Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
 - * For example, if you know the renter's claim number and date of loss, key that information in the appropriate fields.
- 2) Click Next.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 4).
If an exact match *is* found, the Change Reservation/Rental screen appears (page 5).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 2).

Adjustor Lookup - Display a list of adjustors (Appendix, page 5).

Change Reservation/Rental

Q:

When should I use Change Reservation/Rental?

A:

Use this section to extend a rental or change information on an existing reservation.

Authorization Status Definitions	1
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Use a "Filter" Screen to Select a Reservation/Rental	3
Select a Reservation/Rental	4
Change an Unconfirmed Reservation/Ticket.....	5
Change an Unconfirmed Reservation/Ticket.....	6
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
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Change and Process a Reservation or an Open Rental.....	8
Extend an Open Rental.....	9
Send a Message on an Open or Unconfirmed Reservation or Rental ...	10
Cancel a Reservation	11
Terminate an Open Rental Ticket	12

Change an Unconfirmed Reservation/Ticket

This Change Reservation/Rental screen displays when a match is found for an unconfirmed reservation/ticket. The **status** displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter**, **vehicle**, **repair facility**, and/or **claim** information.
- 2) Click **Finish** to complete your change and return to the main menu.

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 2).


Detail - Advance to the next Change Reservation/Rental screen (page 6).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Cancel - Cancel the reservation (page 11).



Change Reservation/Rental

Office: 80076 01

Adjuster: ADAMS, KYLE

Status: RESERVATION

Renter: THOMPSON

Type: INSURED

JONATHAN

Claim#: 4512879624

Date	S/R	Message	Days	Total
10/15/99	P	AUTH CONFIRMED BY ENTERPRISE @ 14:13:07	0	5
10/25/99	R	RESERVATION NUMBER 152187	0	5
10/25/99	S	AUTHORIZATION SENT 14:13:04 5 DAYS @ 30.00/DAY	5	5

Message to Enterprise:

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Number of Days: 5

Vehicle Rate (Claimant):

Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Daily: 30.00

Maximum: 900.00

Authorization Total: 150.00

Back

Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Cancel

Authorization Status Definitions

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INVOICE RETURNED - An invoice has been returned to the adjustor because the home office's system could not find a matching claim number and cannot issue payment.

PAID - The invoice has been approved and processed for payment.



The invoice is marked "PAID" in the ARMS Web system only. Your account will be credited upon receipt of payment.

Change and Process an Unconfirmed Reservation/Ticket Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen displays when you click Next on the previous Change Reservation/Rental screen (page 6).

- 1) Key additional information, or key over any existing information you wish to change.



The **Number of Days** and the **Vehicle Rate** fields are *required* to confirm the authorization/reservation. If you do *not* key the number of days authorized, the reservation/ticket remains unconfirmed.

- 2) Click **Finish** to process the changes to this unconfirmed reservation/ticket and return to the Select Reservations/Rentals screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates (page 5).

Home - Return to the main menu (page 2).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Enterprise
rent-a-car

Change Reservation/Rental
Office: B0076 01 Adjuster: ADAMS, KYLE

Claim Number: 4512879624 Type: Insured

Authorization Information

Authorized Amounts

Number of Days: 6
Vehicle Rate (Claimant): Rate
Direct Bill Percent: 100 %

Vehicle Class: (See table below)

Policy Coverage (Insured Only)

Daily: 30.00
Maximum: 900.00

Vehicle Class Legend:

-NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message:

Rental delivery information

Phone Where Rental Needed: 314 512 5000 Ext: 0000

Need Immed: No

Date Needed: / /

Back Finish

Rates Home Message Change Adjuster Additional Charges

Use a "Filter" Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
 - * For example, if you know the renter's claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 4).
If an exact match *is* found, the Change Reservation/Rental screen appears (page 5).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 2).

Adjustor Lookup - Display a list of adjustors (Appendix, page 5).

Extend an Open Ren

This Change Reservation/Rental screen appears when a match is found for an open rental. The status displays in the upper left-hand corner of the screen.

To extend a rental,

- 1) Key the desired number in the Number of Days to Extend field.
- 2) Key a message if desired.
- 3) Click **Extend Rental**.
- 4) Click **Finish** to process the extension and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without processing any extension.



The next time you access this rental, the S/R message displays "EXTENSION SENT BY ADAMS,KYLE @ 10:46:21." The Total column will also reflect the extended number of days.

For an explanation of the buttons, please refer to page 8.

Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Status: OPEN RENTAL
Type: CLAIMANT
Claim#: 1458246832

Renter: ANTON
CHRIS

Date	S/R	Message	Days	Total
10/10/99	S	TERMINATION SENT BY ADAMS,KYLE ON 10/27/99	3	13
10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10
10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10
10/14/99	R	RESERVATION NUMBER 111395	0	10
10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10

Message to Enterprise:

Number of Days to Extend: CAR FINISHED 10/20

Extend Rental

Authorization Information

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): Rates

Direct Bill Percent: %

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Renter Information

Rental Start: 10/15/99

Authorization Terminated: 10/27/99

Authorization Total: 272.87

plus tax/surcbg

Back
Finish

Rates
Home
Detail
Message
Change Adjuster
Additional Charges
Terminate

Change an Unconfirmed Reservation/Ticket

This Change Reservation/Rental screen displays when a match is found for an unconfirmed reservation/ticket. The status displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter, vehicle, repair facility, and/or claim** information.
- 2) Click **Finish** to complete your change and return to the main menu.

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 2).

Detail - Advance to the next Change Reservation/Rental screen (page 6).


Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Cancel - Cancel the reservation (page 11).

10/25/99 13:00



Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Status: RESERVATION Type: INSURED Claim#: 4512879624

Renter: THOMPSON JONATHAN

Date	S/R	Message	Days	Total
10/25/99	P	AUTH CONFIRMED BY ENTERPRISE @ 14:13:07	0	\$
10/25/99	R	RESERVATION NUMBER 152187	0	\$
10/25/99	S	AUTHORIZATION SENT 14:13:04 5 DAYS @ 30.00/DAY	5	\$

Message to Enterprise:

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Policy Coverage (Insured Only)

Number of Days: 5

Daily: 30.00

Vehicle Rate (Claimant): Rates

Maximum: 900.00

Direct Bill Percent: 100 %

Authorization Total: 150.00

Back Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Cancel

Cancel a Reservation

The Cancel Reservation pop-up window appears when you click **Cancel** on the Change Reservation/Rental screen (page 5) if the status is "Unconfirmed Reservation" or "Reservation."

- 1) Key a comment that explains why this unconfirmed reservation or reservation is being cancelled.
- 2) Click **OK** to process the cancellation and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without cancelling the reservation.



The status changes from "Unconfirmed Reservation" or "Reservation" to "Cancelled."

Enterprise

rent-a-car

Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Cancel reservation X

Comment:

INSURED HAS NO RENTAL COVERAGE

Back
OK

2879624

	Days	Total
	7	7
	1	7
09:42	0	6
	0	6
7	6	6

Authorized Amounts

Number of Days: 7

Vehicle Rate (Claimant): Rates

Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Daily: 30.00

Maximum: 900.00

Renter Information

Authorization Total: 210.00

Back Finish

Rates
Home
Detail
Message
Change Adjuster
Additional Charges
Cancel

Change and Process an Unconfirmed Reservation/Ticket

Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen displays when you click Next on the previous Change Reservation/Rental screen (page 6).

- 1) Key additional information, or key over any existing information you wish to change.



The Number of Days and the Vehicle Rate fields are *required* to confirm the authorization/reservation. If you do *not* key the number of days authorized, the reservation/ticket remains unconfirmed.

- 2) Click Finish to process the changes to this unconfirmed reservation/ticket and return to the Select Reservations/Rentals screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):


Rates - Display a list of vehicle rates (page 5).

Home - Return to the main menu (page 2).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).



Office: B0076 01 Adjuster: ADAMS, KYLE

Claim Number: 4512879624 Type: Insured

Authorization Information

Authorized Amounts

Number of Days: 6
Vehicle Rate (Claimant):
Direct Bill Percent: 100 %

Vehicle Class:

(See table below)

Policy Coverage (Insured Only)

Daily: 30.00
Maximum: 900.00

-NOT SPECIFIED
EC-ECONOMY
CC-COMPACT

IC-INTERMEDIATE
SC-STANDARD
FC-FULL-SIZED

PC-PREMIUM
LC-LUXURY
SP-SPECIALTY

XP-PICKUP TRUCK
XV-VAN
XX-EXOTIC

Message:

Rental delivery information:
Phone Where Rental Needed: 314 512 5000 Ext: 0000
Need Immed: No
Date Needed: / /

Back

Finish

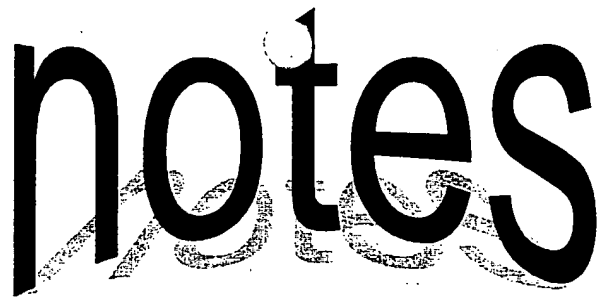
Rates

Home

Message

Change Adjuster

Additional Charges

[illegible]

Extend an Open Ren

This Change Reservation/Rental screen appears when a match is found for an open rental. The status displays in the upper left-hand corner of the screen.

To extend a rental,

- 1) Key the desired number in the Number of Days to Extend field.
- 2) Key a message if desired.
- 3) Click Extend Rental.
- 4) Click Finish to process the extension and return to the Select Reservations/Rentals screen (page 4). Click Back to return to the Select Reservations/Rentals screen (page 4) without processing any extension.



The next time you access this rental, the S/R message displays "EXTENSION SENT BY ADAMS,KYLE @ 10:46:21." The Total column will also reflect the extended number of days.

For an explanation of the buttons, please refer to page 8.

Enterprise

rent-a-car

Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Status: OPEN RENTAL Type: CLAIMANT Claim: 1459246332

Renter: ANTON CHRIS

Date	S/R	Message	Days	Total
10/10/99	S	TERMINATION SENT BY ADAMS,KYLE ON 10/27/99	3	13
10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10
10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10
10/14/99	R	RESERVATION NUMBER 111395	0	10
10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10

Message to Enterprise:

Number of Days to Extend: CAR FINISHED 10/20

Extend Rental

Authorization Information

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): Rates

Direct Bill Percent: %

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Renter Information

Rental Start: 10/15/99

Authorization Terminated: 10/27/99

Authorization Total: 272.87

plus tax/surcbg

Back

Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Terminate

Enterprise Requests-by Adjuster

Requests-by Adjuster

Q:

When should I use Enterprise Requests-by Adjuster?

A:

Use this section to respond to authorization requests for unconfirmed reservations/tickets and/or to extend rentals.

Enterprise Requests-by Adjuster - Main Menu

Enterprise Requests-by Adjuster - Main Menu	1
Select a Reservation/Rental	2
Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)	3
Review and/or Change an Unconfirmed Reservation (Direct Bill Request)	4
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
Review and/or Change an Unconfirmed Reservation	5
<i>Authorization, Rental Delivery Information, and Message</i>	
Extend an Open Rental.....	6
Terminate an Open Rental Ticket	7
Send a Message on an Open or Unconfirmed Reservation or Rental	8

Enterprise Requests-by Adjuster Main Menu

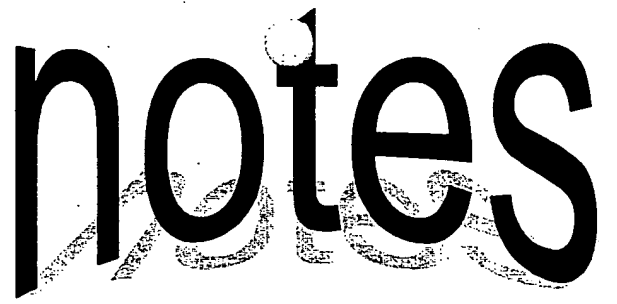
- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.
- 3) Click Enterprise Requests - by Adjuster.
- 4) The Select Reservations/Rentals screen appears (page 2).



If you key an adjuster's last name in the **Handling for Adjuster** field, Enterprise requests for *only* that adjuster display on the Select Reservations/Rentals screen (page 2). Records appear in alphabetical order according to the renter name.

If you leave the **Handling for Adjuster** field *blank*, requests for *all* adjusters display on the Select Reservations/Rentals screen (page 2). Authorization requests appear in alphabetical order according to the **adjuster** name.

If you want to display requests for one particular adjuster, leave your name in the **Adjuster** field and input the other name in the **Handling for Adjuster** field.

[illegible]

Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)

This Change Reservation/Rental screen appears when you select an unconfirmed reservation/ticket on the Select Reservations/Rentals screen (page 2).

- 1) Key the number of days and the amount you are authorizing. This includes the daily rate, the maximum dollar amount allowed on the rental, and the number of days allowed.
- 2) Click Next to continue to the next Change Reservation/Rental screen (page 4). Click Back to return to the Select Reservations/Rentals screen (page 2).



If the claim type is **Insured** or **Theft**, the **Number of Days** field and the **Policy Coverage** fields must be filled in (required). If the claim type is **Claimant**, the **Number of Days** field, the **Vehicle Rate** field, and the **Direct Bill Percent** field must all be filled in (required).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Cancel - Delete any information updated on this screen and return to the previous screen.

Enterprise

rent-a-car

Change Reservation/Rental

Office: B0027 01 Adjuster: ADAMS, KYLE

Status: UNAUTHORIZED-OPEN RENTAL Type: CLAIMANT Claim#: 5897532141

Renter: CONRAD KAREN

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 13:31:44	0	0
10/29/99	R	Adjuster: Kyle Adams**	0	0

Message to Enterprise:

Authorization Information

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): 22.99 Rates

Direct Bill Percent: 100 %

Rental Location

Repair Information

Policy Coverage (Insured Only)

Daily:

Maximum:

Renter Information

Authorization Total: 100

plus tax/surchg

Back
Next

Rates
Home
Message
Change Adjuster
Additional Charges
Cancel

Requests-by Adjuster

When should I use Enterprise Requests-by-Adjuster?

Use this section to respond to authorization requests for unconfirmed reservations/tickets and/or to extend rentals.

Enterprise Requests-by Adjuster - Main Menu.....		1
Select a Reservation/Rental		2
Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)		3
Review and/or Change an Unconfirmed Reservation (Direct Bill Request)		4
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>		
Review and/or Change an Unconfirmed Reservation		5
<i>Authorization, Rental Delivery Information, and Message</i>		
Extend an Open Rental.....		6
Terminate an Open Rental Ticket		7
Send a Message on an Open or Unconfirmed Reservation or Rental		8

Review or Change an Unconfirmed Reservation Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen appears when you click Next on the previous Change Reservation/Rental screen (page 4).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Finish** to send this authorization request to Enterprise and return to the Select Reservations/Rentals screen (page 2).
Click **Back** to return to the previous Change Reservation/Rental screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Enterprise
rent-a-car

Change Reservation/Rental
Office: B0027 01 Adjuster: ADAMS, KYLE

Claim Number: 8897532491 Type: Claimant

Authorization Information

Authorized Amounts		Vehicle Class: PC (See table below)	Policy Coverage (Insured Only)	
Number of Days:			Daily:	
Vehicle Rate (Claimant):	22.99 Rate		Maximum:	
Direct Bill Percent:	100 %			

NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message:

Rental delivery information:

Phone Where Rental Needed: 000 000 0000 Ext: 0000

Need Immed: No

Date Needed: 10/29/1999

Back Finish

Rates Home Message Change Adjuster Additional Charges

Enterprise Requests-by Adjuster Main Menu

- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.
- 3) Click Enterprise Requests - by Adjuster.
- 4) The Select Reservations/Rentals screen appears (page 2).



If you key an **adjuster's last name** in the **Handling for Adjuster** field, Enterprise requests for *only* that adjuster display on the Select Reservations/Rentals screen (page 2). Records appear in alphabetical order according to the **renter name**.

If you leave the **Handling for Adjuster** field *blank*, requests for *all* adjusters display on the Select Reservations/Rentals screen (page 2). Authorization requests appear in alphabetical order according to the **adjuster name**.

If you want to display requests for one particular adjuster, leave your name in the **Adjuster** field and input the other name in the **Handling for Adjuster** field.

Enterprise rent-a-car

Office: B0027 01 Adjuster: ADAMS

Home

Handling for Adjuster: (Or ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests-by Adjuster

Change Reservation/Rental

Enterprise Requests-Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logout

Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on a Change Reservation/Rental screen (page 6) if the status is Open Rental.

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



You will not receive any more extension requests from Enterprise on a rental after that rental is terminated. However, you can still send extensions on rentals that you terminate.

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates that the renter has not been notified.

- 3) Key a comment to explain why you are terminating the open rental ticket.

- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the Message field stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (see page 6).

Change Reservation/Rental
01 **Adjuster: ADAMS, KYLE**

Terminate rental
X

Termination Date:

Renter has been notified: ☐

Comment:

	Days	Total
	0	7
D 88	0	7
	0	7
	0	7

Extend Rental

Authorization Information

Authorized Amounts:

Number of Days:

Vehicle Rate (Claimant): **Rates**

Direct Bill Percent:

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Renter Information

Rental Start: 10/26/99

Last Authorized Day: 11/01/99

Authorization Total: 188.93

plus tax/surchg

Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)

This Change Reservation/Rental screen appears when you select an unconfirmed reservation/ticket on the Select Reservations/Rentals screen (page 2).

- 1) Key the number of days and the amount you are authorizing. This includes the daily rate, the maximum dollar amount allowed on the rental, and the number of days allowed.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 2).



If the claim type is **Insured** or **Theft**, the **Number of Days** field and the **Policy Coverage** fields must be filled in (required). If the claim type is **Claimant**, the **Number of Days** field, the **Vehicle Rate** field, and the **Direct Bill Percent** field must all be filled in (required).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Cancel - Delete any information updated on this screen and return to the previous screen.

Enterprise
rent-a-car

Change Reservation/Rental
Office: B0027 01 Adjuster: ADAMS, KYLE

Status: UNAUTHORIZED OPEN RENTAL Type: CLAIMANT Claim#: 5897532141
Renter: CONRAD KAREN

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 12:21:44	0	0
10/29/99	R	Adjuster: Kyle Adams**	0	0

Message to Enterprise:

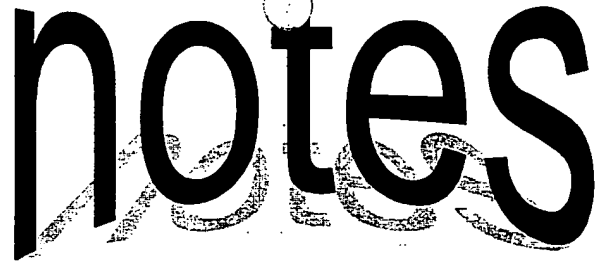
Authorization Information | Rental Location | Repair Information | Renter Information

Authorized Amounts
Number of Days: 1
Vehicle Rate (Claimant): 22.99 Rates
Direct Bill Percent: 100 %

Policy Coverage (Insured Only)
Daily:
Maximum:
Authorization Total: 100
plus tax/surchg

Back Next

Rates Home Message Change Adjuster Additional Charges Cancel

[illegible]

Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 4).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Finish** to send this authorization request to Enterprise and return to the Select Reservations/Rentals screen (page 2).
Click **Back** to return to the previous Change Reservation/Rental screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5):

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

<h1 style="margin: 0;">Enterprise</h1> <h2 style="margin: 0;">rent-a-car</h2>		<h3 style="margin: 0;">Change Reservation/Rental</h3>	
Office: B0027 01		Adjuster: ADAMS, KYLE	

Claim Number: 5597502111	Type: Claimant
---------------------------------	-----------------------

Authorization Information

<h5 style="margin: 0;">Authorized Amounts</h5> <table style="width: 100%;"> <tr> <td>Number of Days:</td> <td><input type="text" value=""/></td> </tr> <tr> <td>Vehicle Rate (Claimant):</td> <td><input type="text" value="22.99"/> <small>Rate</small></td> </tr> <tr> <td>Direct Bill Percent:</td> <td><input type="text" value="100"/> %</td> </tr> </table>	Number of Days:	<input type="text" value=""/>	Vehicle Rate (Claimant):	<input type="text" value="22.99"/> <small>Rate</small>	Direct Bill Percent:	<input type="text" value="100"/> %	<h5 style="margin: 0;">Policy Coverage (Insured Only)</h5> <table style="width: 100%;"> <tr> <td>Vehicle Class:</td> <td>Daily: <input type="text" value=""/></td> </tr> <tr> <td><input type="text" value="PC"/></td> <td>Maximum: <input type="text" value=""/></td> </tr> </table> <p>(See table below)</p>	Vehicle Class:	Daily: <input type="text" value=""/>	<input type="text" value="PC"/>	Maximum: <input type="text" value=""/>
Number of Days:	<input type="text" value=""/>										
Vehicle Rate (Claimant):	<input type="text" value="22.99"/> <small>Rate</small>										
Direct Bill Percent:	<input type="text" value="100"/> %										
Vehicle Class:	Daily: <input type="text" value=""/>										
<input type="text" value="PC"/>	Maximum: <input type="text" value=""/>										

-NOT-SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

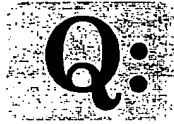
Message: <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	<h4 style="margin: 0;">Rental delivery information:</h4> Phone Where Rental Needed: <input type="text" value="000"/> <input type="text" value="000"/> <input type="text" value="0000"/> Ext: <input type="text" value="0000"/> Need Immed: <input type="text" value="No"/> Date Needed: <input type="text" value="10/29/1999"/>
---	---

Back
Finish

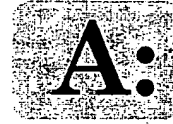
Rates Home Message Change Adjuster Additional Charges

Enterprise Requests-Unassigned

Requests-Unassigned



When should I use Enterprise Requests-Unassigned?



Use this section to assign Enterprise authorization requests to an adjuster or another claims office.

Enterprise Requests-Unassigned - Main Menu

Enterprise Requests-Unassigned - Main Menu	1
Select Unconfirmed Reservations/Rentals to Assign.....	2
View Authorization Request.....	3
Assign an Adjuster from Your Office	4
Assign an Adjuster from Another Office in Your Company	5

Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on a Change Reservation/ Rental screen (page 6) if the status is Open Rental.

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



You will not receive any more extension requests from Enterprise on a rental after that rental is terminated. However, you can still send extensions on rentals that you terminate.

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates that the renter has not been notified.
- 3) Key a **comment** to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the Message field stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (see page 6).

Change Reservation/Rental

01 Adjuster: ADAMS, KYLE

Terminate rental

St: Re

Termination Date: 11/08/1999

Renter has been notified: ☐

Comment: CAR WILL BE FINISHED

Back OK

452121425

	Days	Total
	0	7
D B8	0	7
	0	7
	0	7

Extend Rental

Authorization Information

Authorized Amounts

Number of Days: 7

Vehicle Rate (Claimant): 26.99 Rates

Direct Bill Percent: 100 %

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Renter Information

Rental Start: 10/26/99

Last Authorized Day: 11/01/99

Authorization Total: 188.93

plus tax/surchg


Back

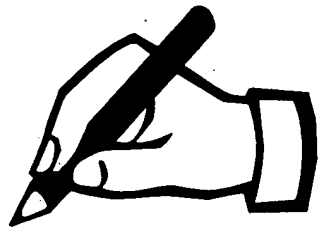
Finish

Rates Home Detail Message Change Adjuster Additional Charges Terminate

Enterprise Requests-Unassigned Main Menu

- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjustor field.
- 3) Click Enterprise Requests-Unassigned.
- 4) The Assign Reservations/Rentals screen appears (page 2).

		Enterprise rent-a-car		Office: B0067 01		Adjuster: _____		ARMS Automated Rental Management System Home	
Rental Activity		Handling for Adjuster: _____ (Or ALL)		Rental Lookup		View Reservation/Rental		On-Line Reporting	
Renter's Last Name: _____									
Create Reservation									
Enterprise Requests by Adjuster									
Change Reservation/Rental									
Enterprise Requests Unassigned									
				Invoicing		Process Approved Invoices			
				ARMS Maintenance		Setup and Maintenance			
Logoff									



notes

004400,004400



View Authorization Request

This Assign Reservation/Rental screen appears when you click and highlight a name and click OK on the previous Assign Reservations/Rentals screen (page 2).

- 1) Review the reservation/rental authorization request.
- 2) Click **Assign** to continue to the Adjustor Selection pop-up window (page 4), or click **Back** to return to the previous Assign Reservations/Rentals screen (page 2).



The Adjustor field is blank because this unconfirmed reservation has not yet been assigned to an adjustor.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (Appendix, page 4).

Enterprise
rent-a-car

ARMS Automated Rental Management System
Assign Reservation/Rental

Office: B0067 01 Adjustor:

Status: UNASSIGNED RESERVATION Type: INSURED Claim Number:

Renter:

JOHNSON TANNY

651 ELM ST.

ST LOUIS MO 63145

Work: Ext: 0000

Home: 314-555-1254

Rental:

ENTERPRISE RENT-A-CAR

8850 LADUE ROAD

SAINT LOUIS MO

314-512-0294

Location: PPGH Reservation: 152151 Ticket:

Rate Quoted or Rate of Rented Vehicle:

Repair Facility:

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

Back

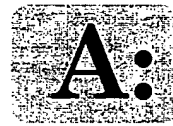
Assign

Home Message

Enterprise Requests-Unassigned



When should I
use Enterprise
Requests-
Unassigned?



Use this
section to
assign
Enterprise
authorization
requests to
an adjuster
or another
claims office.

Enterprise Requests-Unassigned

Enterprise Requests-Unassigned - Main Menu	1
Select Unconfirmed Reservations/Rentals to Assign.....	2
View Authorization Request.....	3
Assign an Adjuster from Your Office	4
Assign an Adjuster from Another Office in Your Company	5

Assign an Adjustor from Another Office to Your Company

This Claims Office List pop-up window appears when you click **Change Claims Office** on the Adjustor Selection pop-up window (page 4).

- 1) Click to highlight the office you wish to select, and click **OK**.
- 2) The Adjustor Selection screen (page 4) from the office you chose appears.



Follow the instructions on page 4 to assign an adjustor from the office you selected.

Office	Location
01	ST. LOUIS - NORTH
02	ST. LOUIS - SOUTH


Back OK

Assign

Home Messa Back OK

Warning: Applet Window Change Claims Office

1. The first step is to identify the problem. This involves understanding the current situation and the goals that need to be achieved.

- | | | | | | |
|---|--|----------------------------------|--|---|--|
|  | | Enterprise
rent-a-car | | ARMS Automated Rental Management System
Home | |
| Office: B0067 | | 01 | | Adjuster: _____ | |
| Handling for Adjuster: _____ (Or TALL) | | | | | |
| Rental Activity | | Rental Lookup | | | |
| Renter's Last Name: _____ | | View Reservation/Rental | | | |
| Create Reservation | | On-Line Reporting | | | |
| Enterprise Requests by Adjuster | | Invoicing | | | |
| Change Reservation/Rental | | Process Approved Invoices | | | |
| Enterprise Requests Unassigned | | ARMS Maintenance | | | |
| | | Setup and Maintenance | | | |
| Logoff | | | | | |



notes

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View Authorization Request

This Assign Reservation/Rental screen appears when you click and highlight a name and click **OK** on the previous Assign Reservations/Rentals screen (page 2).

- 1) Review the reservation/rental authorization request.
- 2) Click **Assign** to continue to the Adjustor Selection pop-up window (page 4), or click **Back** to return to the previous Assign Reservations/Rentals screen (page 2).



The **Adjustor** field is blank because this unconfirmed reservation has not yet been assigned to an adjustor.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (Appendix, page 4).

Enterprise
rent-a-car

ARMS Automated Rental Management System
Assign Reservation/Rental

Office: B0067 01 Adjustor:

Status: UNASSIGNED RESERVATION

Type: INSURED

Claim Number:

Renter:

JOHNSON TANNY

651 ELM ST.

ST LOUIS MO 63145

Work: Ext: 0000

Home: 314-555-1254

Rental:

ENTERPRISE RENT-A-CAR

8850 LADUE ROAD

SAINT LOUIS MO

314-512-0294

Location: PPGH Reservation: 452151 Ticket:

Rate Quoted or Rate of Rented Vehicle:

Repair Facility:

Date	S/R	Message	Days	Total
10/28/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

Back

Assign

Home

Message

View Reservation/Rental

Q:

When should I
use View
Reservation/
Rental?

A:

Use this
section to
review a
reservation
without
making any
changes.

View a Reservation/Rental - Main Menu	1
Use a "Filter" Screen to Select a Reservation/Rental	2
Select a Reservation/Rental	3
View a Reservation/Rental	4
View a Reservation/Rental	5
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
View a Reservation/Rental	6
<i>Authorization, Rental Delivery Information, and Message</i>	

Assign an Adjustor from Another Office Your Company

This Claims Office List pop-up window appears when you click **Change Claims Office** on the Adjustor Selection pop-up window (page 4).

- 1) Click to highlight the office you wish to select, and click **OK**.
- 2) The Adjustor Selection screen (page 4) from the office you chose appears.



Follow the instructions on page 4 to assign an adjustor from the office you selected.

Claims Office List

Office	Location
01	ST. LOUIS - NORTH
02	ST. LOUIS - SOUTH

Back OK

Home Message Back OK

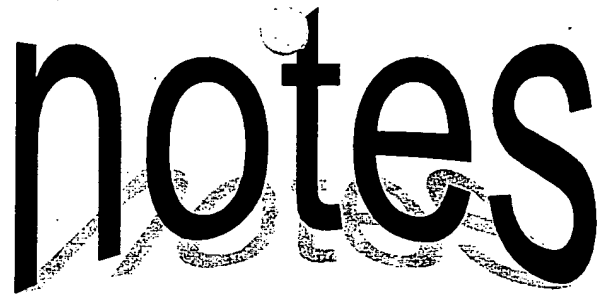
Warning: Applet Window Change Claims Office

HO
cket: 071915
987-654-3210
Assign

View Reservation/Rental - Main Menu

- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.
- 3) Click View Reservation/Rental.
- 4) The Select Reservation/Rental "filter" screen appears (page 2).

The screenshot shows the Enterprise rent-a-car main menu. At the top, the logo "Enterprise rent-a-car" is displayed. To the right of the logo, there is a "Home" link and a navigation bar with "Office: B0117 [01]" and "Adjuster:". Below the navigation bar, there is a "Handling for Adjuster:" dropdown menu with "(Or *ALL)" next to it. The main content area is divided into two columns. The left column, titled "Rental Activity", contains buttons for "Renter's Last Name:", "Create Reservation", "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests Unassigned". The right column, titled "Rental Lookup", contains buttons for "View Reservation/Rental", "On-Line Reporting", "Invoicing", "Process Approved Invoices", "ARMS Maintenance", and "Setup and Maintenance". At the bottom left of the main content area, there is a "Logout" button.



1. *Chlorophyll a* (Chl a) is the primary photosynthetic pigment in most plants and algae. It is a green pigment that absorbs light energy in the blue-violet and red-orange regions of the visible spectrum.



Select a Reservation/Rental

This Select Reservations/Rentals screen appears under the following circumstances:

- ◆ More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).
- ◆ No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).


1) Click to highlight a name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to change.

2) The first View Reservation/Rental screen appears (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.



Select Reservations/Rentals
 Office: B0122 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
* REPARMS, NELLY	1453589841	SUMNER, CALI	10/25/99	EXTN
ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
CORNOLLEY, PAUL	1452658955	SUMNER, CALI	10/27/99	RESERV
* CONTRAD, RARRE	5897532141	ADAMS, KYLE	0/00/00	DB REQ
* DAVIS, JOAN	5625874512	SUMNER, CALI	10/01/99	INV
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
GERLOFF, DANIELLE	4587145263	SUMNER, CALI	0/00/00	RESERV
* GREEN, SARAH	25698745	SUMNER, CALI	0/00/00	DB REQ
HUNTER, RYAN	4512698754	SUMNER, CALI	10/01/99	CLOSED
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
* JOHNSON, TANNY			0/00/00	UNASGN
* JONES, MARK	1458796541	SUMNER, CALI	10/25/99	EXTN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN

* Requests more than 24 hours old.

Back
OK

Home
Refresh

View Reservation/Rental

Use this section to review a reservation without making any changes.

View a Reservation/Rental - Main Menu.....	1
Use a "Filter" Screen to Select a Reservation/Rental	2
Select a Reservation/Rental	3
View a Reservation/Rental	4
View a Reservation/Rental	5
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
View a Reservation/Rental	6
<i>Authorization, Rental Delivery Information, and Message</i>	

View Reservation/Rental - Main Menu

- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.
- 3) Click View Reservation/Rental.
- 4) The Select Reservation/Rental "filter" screen appears (page 2).

Enterprise
rent-a-car

Office: B0117 01 Adjuster:

Home

Handling for Adjuster: (Or *ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

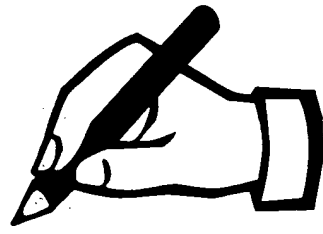
Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff



notes

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Select a Reservation/Rental

This Select Reservations/Rentals screen appears under the following circumstances:

- More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).
- No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).


1) Click to highlight a name in the Renter Name column, and click OK to select the renter whose reservation or rental you want to change.

2) The first View Reservation/Rental screen appears (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.



Select Reservations/Rentals

Office: B0122 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
APPAHNS, NELLT	1452689541	SUMNER, CALI	10/25/99	EXTN
ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
CONNOLLEY, PAUL	1452658955	SUMNER, CALI	10/27/99	RESERV
* CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
* DAVIS, JOAN	5625874512	SUMNER, CALI	10/01/99	INV
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
GERLOFF, DANIELLE	4587145263	SUMNER, CALI	0/00/00	RESERV
* GREEK, SARAH	25698745	SUMNER, CALI	0/00/00	DB REQ
HUNTER, RYAN	4512698754	SUMNER, CALI	10/01/99	CLOSED
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
* JOHNSON, TANNY			0/00/00	UNASGN
* JONES, MARK	1458796541	SUMNER, CALI	10/25/99	EXTN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN

* = Requests more than 24 hours old.

Back
OK

Home
Refresh

On-Line Reporting

Q:

When should I use On-Line Reporting?

A:

Use this section to review reports on rentals, broken down by category.

On-Line Reporting - Main Menu

On-Line Reporting - Main Menu	1
Select Report View Options	2
Open Detail - By Adjustor	3
Open Detail - By Body Shop	5
Open Detail - By Office	6

View a Reservation/Rental

Renter, Vehicle, Repair Facility, and Claim Information

This View Reservation/Rental screen appears when you click Next on the previous View Reservation/Rental screen (page 4).

Click Next to continue to the next View Reservation/Rental screen (page 6) to view authorization, rental delivery information, and comments.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).

Enterprise
rent-a-car

Office: B0122 01 Adjuster: SUMNER, CALI

View Reservation/Rental

Back

Next

Home Additional Charges

Renter Information

Last Name: ABRAMS First: KELLY
Address: 100 MAPLE AVE.
City/State/Zip: ST LOUIS MO 63123
Work Phone: 314 555 1212 Ext: 0000
Home Phone: 314 555 8777

Vehicle Information

Yr/Make/Model: 95 CIVIC (Loss Vehicle)
Repair Facility: DAVE'S BODY SHOP
Phone: 527 554 3210

Claim Information

Insured Last Name: First:
Policy Number:
Date of Loss: 10/25/1999

On-Line Reporting - Main Menu

- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.
- 3) Click **On-Line Reporting**.
- 4) The Select Report View Options screen appears (page 2).

0001400 02011300

Enterprise
rent-a-car

Home

Office: B0020 01 Adjuster: 01

Handling for Adjuster: (Or "ALL")

Rental Activity

Renter's Last Name: KIN

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff



notes

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Open Detail - By Adjus

This Open Detail - By Adjustor screen appears when you select **Adjustor** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the **Select Report View Options** screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).

The following columns and fields are display-only:

Adjustor Name - The adjustor in charge of the claims listed below.

Claim Number - The claim number assigned to a particular renter.

Type - The type of claim (Insured, Claimant, Theft).

Rate Authorized - The rate of the vehicle authorized by the adjustor.

Rent Days - The number of days the vehicle has been on rent.

Authorized Days - The number of days authorized by the adjustor.

Days Behind - The difference (if any) between the number of days authorized and the number of days on rent.



If **Auth Days** was selected in the **Additional Sort** field, the claims will appear in descending order by the total authorized days.

0001000-004000

Open Detail
 Office: B0020 01

By Adjustor, By Auth Days

Position to Adjuster Last Name:
 Adjuster Name: ADAMS, KYLE

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	SD#	Sur-Chgs	Bill** Amount
1458324548	Insured	35.99	14	17				441.88
1459287311	Theft	36.99	15	16			1	591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
6578324681	Claimant	22.99	11	10		1		229.90
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1452121425	Claimant	26.99	4	7				188.93
4516824672	Insured	35.99	8	5		3	Y	179.95

Total Contracts 9 **Avg** 26.99 11.0 10.2 2.0 1.0 276.56

**** Excludes taxes/surcharges as applicable**

[Home](#) [Previous Adj](#) [Next Adj](#) [Show Detail](#)

On-Line Reporting

Q:

When should I use On-Line Reporting?

A:

Use this section to review reports on rentals, broken down by category.

On-Line Reporting - Main Menu

On-Line Reporting - Main Menu	1
Select Report View Options	2
Open Detail - By Adjustor	3
Open Detail - By Body Shop	5
Open Detail - By Office	6

Open Detail - By Body Shop

This Open Detail - By Body Shop screen appears when you select **Body Shop** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Key the first few letters of the desired body shop in the **Position to Body Shop Name** field, and click **Search**. The list refreshes with your selection at the top.
- 2) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 3) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.

[illegible]

On-Line Reporting - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **On-Line Reporting**.
- 4) The **Select Report View Options** screen appears (page 2).

The screenshot shows the Enterprise rent-a-car website. At the top, there is a navigation bar with the Enterprise logo and the text "rent-a-car". To the right of the logo, there are links for "Home", "Office: 80020 01", and "Adjuster:". Below the navigation bar, there is a sidebar menu on the left with the following items: "Rental Activity", "Renter's Last Name: [RIN]", "Create Reservation", "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests Unassigned". On the right side of the page, there is a section titled "Handling for Adjuster:" with a dropdown menu set to "(Or ALL)". Below this, there are several buttons: "Rental Lookup", "View Reservation/Rental", "On-Line Reporting", "Invoicing", "Process Approved Invoices", "ARMS Maintenance", and "Setup and Maintenance". At the bottom left, there is a "Logout" button.

Enterprise rent-a-car

Home

Office: 80020 01

Adjuster:

Handling for Adjuster: (Or ALL)

Rental Activity

Renter's Last Name: [RIN]

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

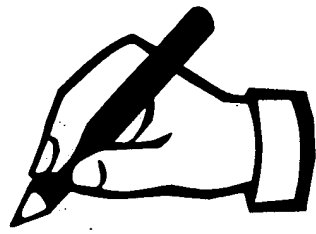
Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logout



notes

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Open Detail - By Adjus

This Open Detail - By Adjustor screen appears when you select **Adjustor** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).

The following columns and fields are display-only:

Adjustor Name - The adjustor in charge of the claims listed below.

Claim Number - The claim number assigned to a particular renter.

Type - The type of claim (Insured, Claimant, Theft).

Rate Authorized - The rate of the vehicle authorized by the adjustor.


Rent Days - The number of days the vehicle has been on rent.

Authorized Days - The number of days authorized by the adjustor.

Days Behind - The difference (if any) between the number of days authorized and the number of days on rent.



If Auth Days was selected in the Additional Sort field, the claims will appear in descending order by the total authorized days.



Enterprise

rent-a-car

Open Detail

Office: B0020 01

By Adjuster: By Auth Days

Position to Adjuster Last Name:

Search:

Adjuster Name: ADAMS, KYLE

Claim Number	Type	Date Authorized	Rent Days	Authorized Days	Days Behind	Of	Sur	Bill**
						Term	Chgs	Amount
1458304648	Insured	28.99	14	17		1		441.88
1459287311	Theft	36.99	15	16		1		591.84
1459246932	Claimant	20.99	15	13	Term		Y	272.87
6578324691	Claimant	22.99	11	10	1			229.90
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1452121425	Claimant	26.99	4	7				188.93
4516824672	Insured	35.99	8	5	3		Y	179.95
<div> <div>Total Contracts</div> <div>9</div> <div>Avg</div> <div>26.99</div> <div>11.0</div> <div>10.2</div> <div>32.0</div> <div>1.0</div> <div>276.56</div> </div>								

Back

Excludes taxes/surcharges as applicable

OK

Home

Previous Adj

Next Adj

Show Dealer

Process Approved Invoices

Q:

When should I
use Process
Approved
Invoices?

A:

Use this
section to
process and
pay **all**
invoices
at your
claims center.

Process Approved Invoices - Main Menu	1
Password Screen	2
Process Approved Invoices	3
Invoice Review/Approval	4
View Reservation/Rental	5
Send to Adjuster	6
Batch Payment Confirmation	7


Open Detail - By Body Shop

This Open Detail - By Body Shop screen appears when you select **Body Shop** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the **Select Report View Options** screen (page 2).

- 1) Key the first few letters of the desired body shop in the **Position to Body Shop Name** field, and click **Search**. The list refreshes with your selection at the top.
- 2) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 3) The first **View Reservation/Rental** screen appears (**View Reservation/Rental**, page 4).



For details on the column headings and fields, please refer to pages 3-4.


Enterprise
rent-a-car

ARMS Automated Rental Management System
Open Detail
Office: B0020 01

By Body Shop, By Auth Days

Position to Body Shop Name:
 Body Shop Name: "No Body Shop"

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	\$0f Erm	Sur- Chgs	Bill** Amount
1459187311	Theft	36.99	15	16		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
3216549875	Claimant	24.99	10	10				249.90
6578324681	Claimant	22.99	11	10	1			229.90
3589249521	Insured	20.99	12	8	Term			167.92
4516824672	Insured	35.99	8	5	3		Y	179.95

Total Contracts 6

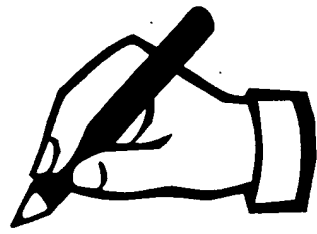
Avg 27.15 11.8 10.3 2.0 110

282.06

** Excludes taxes/surcharges as applicable

البريد الإلكتروني: info@alsharq.com

- The image is a screenshot of the Enterprise rent-a-car website. At the top, the Enterprise logo is on the left, followed by the text "Enterprise rent-a-car". To the right of the logo is a "Home" link. Further right are two dropdown menus: "Office: C0120 01" and "Adjuster: SUMMER". Below these, there is a "Handling for Adjuster:" label followed by a text input field and a "(Or 'ALL')" link. The main content area is divided into two columns. The left column is titled "Rental Activity" and contains four links: "Renter's Last Name:", "Create Reservation", "Enterprise Requests by Adjuster", and "Change Reservation/Rental". The right column is titled "Rental Lookup" and contains two links: "View Reservation/Rental" and "On-Line Reporting". Below these, there is a section titled "Invoicing" with a link "Process Approved Invoices". At the bottom of the right column is a section titled "ARMS Maintenance" with a link "Setup and Maintenance". At the bottom left of the page is a "Logoff" link. The entire page has a light blue background with a subtle grid pattern.



notes

05/14/2020 00:40:00



Process Approved Invoice

This Process Approved Invoices screen appears when you enter the correct password on the Process Approved Invoices password screen (page 2).

- 1) Click to highlight the invoice you wish to view, and click **OK** to select the invoice.
- 2) The Invoice Review/Approval screen appears (page 4).
- 3) Click **Back** to return to the main menu (page 1).



If you click **Accept Batch**, the Batch Payment Confirmation screen appears (page 7).

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Enterprise
rent-a-car

Process Approved Invoices

Office: C0120 01 Adjuster: SUMMER, CALI

Batch pay

Render Name: Search

Render Name	Claim Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOAN	5625874512	10/22/99	SUMMER, CALI	146.08
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

Back Accept Batch OK

Home Refresh

Process Approved Invoices

When should I use Process Approved Invoices?

Use this section to process and pay **all** invoices at your claims center.

Process Approved Invoices - Main Menu	1
Password Screen	2
Process Approved Invoices	3
Invoice Review/Approval	4
View Reservation/Rental	5
Send to Adjuster	6
Batch Payment Confirmation	7

View Reservation/Rental

This View Reservation/Rental screen appears when you click **View Rental** on the Invoice Review/Approval screen (page 4).



This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.

Click **Next** or **Back** to return to the Invoice Review/Approval screen (page 4).

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).

Enterprise
rent-a-car

Office: C0120 01 Adjuster: SUMMER, CALI

Status: INVOICED RENTAL Type: INSURED Claim#: 5525874512
Renter: DAVIS JOAN

Date	S/A	Message	Days	Total
10/10/99	S	INVOICE APPROVED FOR PAYMENT BY SUMMER, CALI	0	6
10/16/99	R	INVOICE RECEIVED. AMOUNT DUE \$146.22	0	6
10/16/99	R	TICKET 073089 CLOSED 10/10/99 @ 14:56:00	0	6
10/16/99	S	AUTH CHANGE SENT BY SUMMER, CALI @ 14:55:52	0	6
10/16/99	S	EXTENSION SENT BY SUMMER, CALI @ 14:55:52	1	6

Authorization Information	Rental Location	Repair Information	Renter Information
Authorized Amounts Number of Days: 6 Vehicle Rate (Claimant): Direct Bill Percent: 100 %	Policy Coverage (Insured Only) Daily: 25.00 Maximum: 750.00	Rental Start 10/05/99 Last Authorized Day 07/00/00 Authorization Total 150.00	

Back Next

Home Additional Charges

Process Approved Invoices - Main Menu

- 1) **Key your claims office code in the Office field.**
- 2) **Key your last name in the Adjuster field.**
- 3) **Click Process Approved Invoices.**
- 4) **A password screen appears (page 2).**

Enterprise
rent-a-car

Home Office: C0120 01 Adjuster: SUMNER

Handling for Adjuster: (Of *ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logout

Batch Payment Confirmation

This Batch Payment Confirmation screen appears when you click **Accept Batch** on the Process Approved Invoices screen (page 3 or 6).

- 1) In the **Payment Date** field, enter the date you wish to make payment.
- 2) Click **OK** to process the payment and return to the main menu (page 1).
Click **Back** to return to the Process Approved Invoices screen (page 3 or 6) without processing the payment.



Be sure your office includes the reference number with payment.

0001-000001
1,262.08
02/10/2000
3
ENTERPRISE RENT-A-CAR
P.O. BOX 795110
ST. LOUIS, MO 63179-0795

Enterprise
rent-a-car

Process Approved Invoices
Office: C0120 01 Adjuster: SUMMER, CALI

Batch Payment Confirmation Screen

Reference Number: 0001-000001
Payment Amount: 1,262.08 Payment date: 02/10/2000
Invoice Count: 3
Remit payment to: ENTERPRISE RENT-A-CAR
P.O. BOX 795110
ST. LOUIS, MO 63179-0795
Please include Reference Number with payment.

Back OK

Process Approved Invoice

This Process Approved Invoices screen appears when you enter the correct password on the Process Approved Invoices password screen (page 2).

- 1) Click to highlight the invoice you wish to view, and click **OK** to select the invoice.
- 2) The Invoice Review/Approval screen appears (page 4).
- 3) Click **Back** to return to the main menu (page 1).




If you click **Accept Batch, the Batch Payment Confirmation screen appears (page 7).**

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.



Enterprise

rent-a-car

Process Approved Invoices

Office: C0120 01

Adjuster: SUMMER, CALI

Batch pay

Renter Name:

Search

Renter Name	Claim Number	Invoice Date	Adjuster	Amount Due
LAWIS, JOAN	5625874512	10/22/99	SUMMER, CALI	146.00
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PAITY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

Back

Accept Batch

OK

Home

Refresh



notes

000460 000460 000460



Setup and Maintenance

Q:

When should I use Setup and Maintenance?

A:

Use this section to customize RMS Web, create or change passwords, and add and activate adjusters.

Setup and Maintenance - Main Menu	1
Key Password to Access Setup and Maintenance - Main Menu	2
Choose a Selection from the File Maintenance Menu	3
Customer Profile Maintenance (Customize ARMS Web)	4
Adjuster Selection - Maintain Adjuster Files	5
Maintain Adjuster Files	6
Add an Adjuster	7

Batch Payment Confirmation

This Batch Payment Confirmation screen appears when you click **Accept Batch** on the Process Approved Invoices screen (page 3 or 6).

- 1) In the **Payment Date** field, enter the date you wish to make payment.
- 2) Click **OK** to process the payment and return to the main menu (page 1).
Click **Back** to return to the Process Approved Invoices screen (page 3 or 6) without processing the payment.



Be sure your office includes the reference number with payment.

Enterprise
rent-a-car

Process Approved Invoices
Office: C0120 01 Adjuster: SUMMER, CALI

Batch Payment Confirmation Screen

Reference Number: 0001-000001

Payment Amount: 1,262.08 Payment date: 02/10/2000

Invoice Count: 3

Remit payment to: ENTERPRISE RENT-A-CAR
P.O. BOX 795110
ST. LOUIS, MO 63179-0795

Please include Reference Number with payment.

Back OK

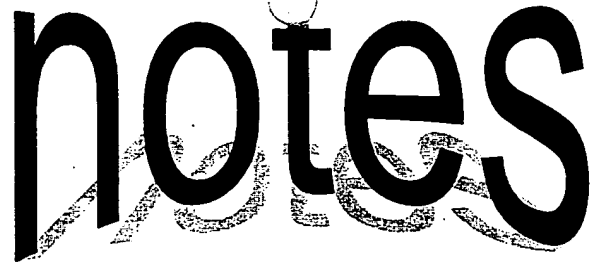
Setup and Maintenance - Menu

- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.
- 3) Click Setup and Maintenance.
- 4) A password screen appears (page 2).



The first time you use the Setup and Maintenance screens, you will be prompted to create a password on the Customer Profile Maintenance screen (page 4). You can also change a password on the Customer Profile Maintenance screen. Once you have created a password, you will not be prompted on the Customer Profile Maintenance screen again.

000110200 0010000



Year	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	

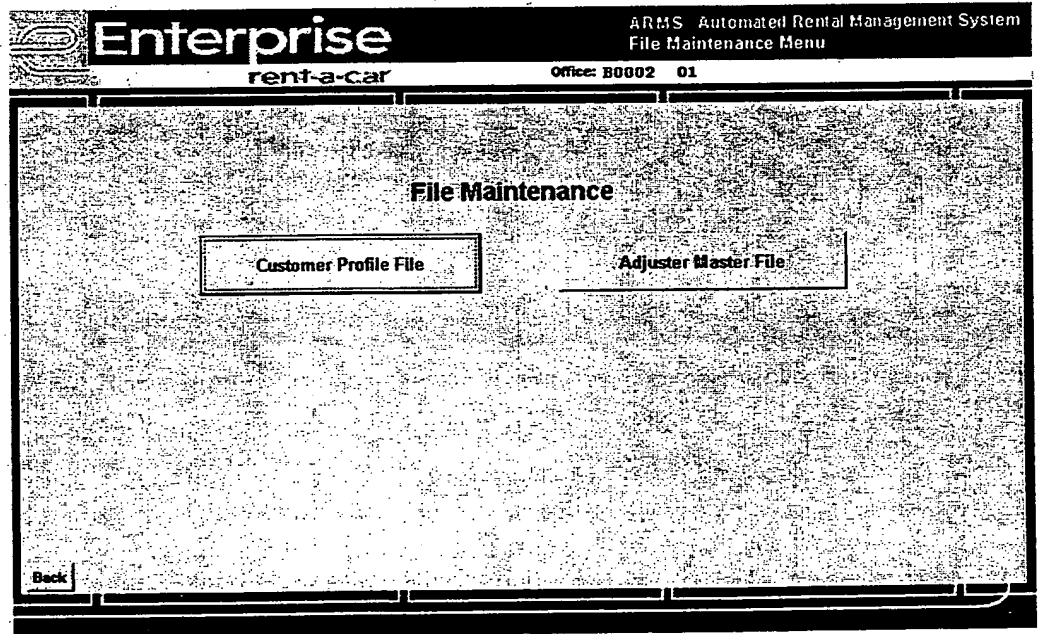


Choose a Section from the File Maintenance Menu

This File Maintenance Menu screen appears after the ARMS Web system accepts your password. There are two buttons from which to choose.

- ◆ **Customer Profile File** - Advance to the Customer Profile Maintenance screen to customize ARMS Web for your company's specific needs. Create or change your password (page 4).
- ◆ **Adjuster Master File** - Maintain adjuster information such as address and telephone number. You may also activate and deactivate an adjuster from the system (page 6).

- 1) Click the button (see descriptions above) you wish to choose.
- 2) Click **Back** to return to the main menu (page 1).



Setup and Maintenance



When should I use Setup and Maintenance?



Use this section to customize RMS Web, create or change passwords, and add and activate adjusters.

Contents

Setup and Maintenance - Main Menu	1
Key Password to Access Setup and Maintenance - Main Menu	2
Choose a Selection from the File Maintenance Menu	3
Customer Profile Maintenance (Customize ARMS Web)	4
Adjuster Selection - Maintain Adjuster Files	5
Maintain Adjuster Files	6
Add an Adjuster	7

Adjuster Selection - Maintain Adjuster Files

This Adjuster Selection pop-up window appears when you click **Adjuster Master File** on the File Maintenance Menu screen (page 3). There are two functions from which to choose.

- ◆ Maintain files for adjusters already authorized to ARMS Web.
- ◆ Add new adjusters to ARMS Web.

You can do one of the following:

- 1) Key the first few letters of a name in the **Adjuster Last Name** field, and click **Search** to find a particular adjuster.
OR
- 2) Click to highlight the adjuster you wish to select, and click **OK** to continue to the Adjuster Maintenance screen (page 6).
OR
- 3) Click **Add an Adjuster** to continue to the Adjuster Add screen (page 7).
OR
- 4) Click **Back** to return to the File Maintenance Menu screen (page 3) without selecting or adding an adjuster.

The screenshot shows the 'Adjuster Selection' window within the 'Enterprise' application. The window title is 'Adjuster Selection'. It contains a text field labeled 'Adjuster Last Name' with a 'Search' button next to it. Below this is a list box titled 'Adjuster Name' containing the following names: BRANS, NITUE; ARMSTRONG, BRENT; CICCIONE, MARIANNE; DENNISON, MICHAEL; DEVALLANCE, KIM; EDWARDS, DENISE; EDWARDS, ELLEN; HUGHES, DANIELLE; KNOX, KATHY; KRAUSE, BRENDA; LALLEY, BRIAN; MAYNES, DONNA; MC CRATH, BRIAN; MEYER, THERESA; MILLER, REGINA. At the bottom of the window are three buttons: 'Back', 'OK', and 'Add an Adjuster'. A status bar at the bottom left of the window says 'Warning: Applet Window'.

Setup and Maintenance - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Setup and Maintenance**.
- 4) A password screen appears (page 2).



The *first* time you use the Setup and Maintenance screens, you will be prompted to create a password on the Customer Profile Maintenance screen (page 4). You can also change a password on the Customer Profile Maintenance screen. Once you have created a password, you will not be prompted on the Customer Profile Maintenance screen again.

Enterprise rent-a-car

Home Office: C0026 01 Adjuster:

Handling for Adjuster: (Or ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff

Add an Adjustor

This Adjuster Add screen appears when you click **Add an Adjustor** on the Adjustor Selection pop-up window (page 5).

- 1) Key the new adjustor's information on the appropriate lines.



All information is *required* except the last four digits of a nine-digit ZIP code and a telephone extension.

- 2) Click **OK** to add the adjustor to the ARMS Web system and return to the File Maintenance Menu (page 3).
Click **Back** to return to the Adjuster Maintenance screen (page 6).

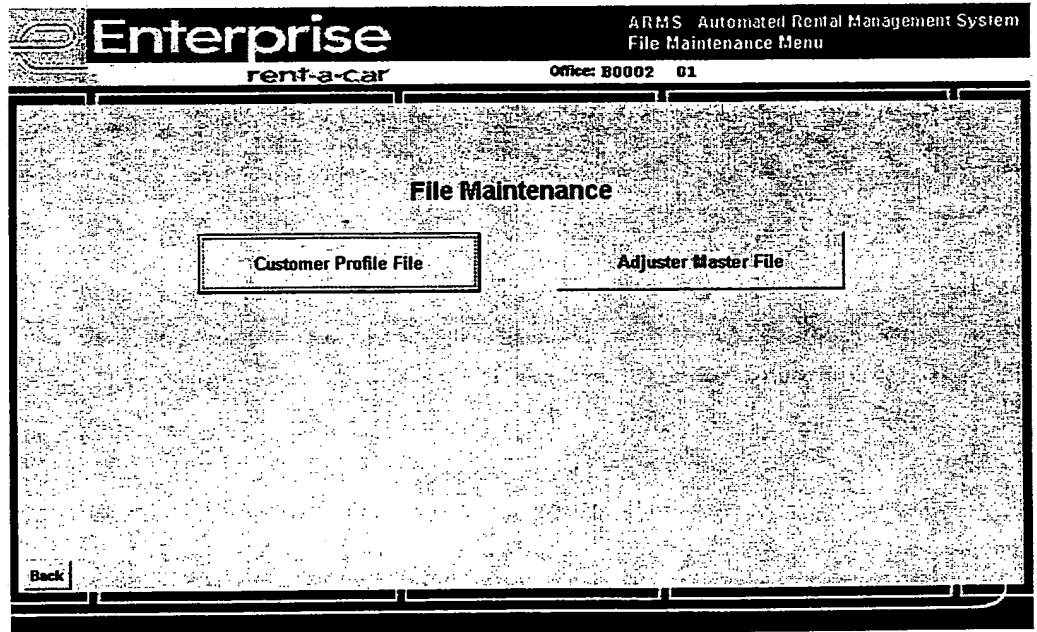
You can also click the following option button (Appendix, page 1):

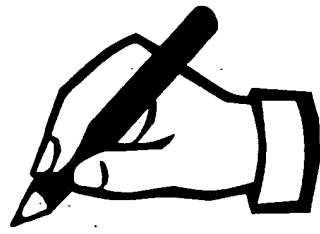
Home - Return to the main menu (page 1).

Table 1. Mean values of the variables measured during the study

- ◆ **Customer Profile File** - Advance to the Customer Profile Maintenance screen to customize ARMS Web for your company's specific needs. Create or change your password (page 4).
- ◆ **Adjuster Master File** - Maintain adjuster information such as address and telephone number. You may also activate and deactivate an adjuster from the system (page 6).

- 1) Click the button (see descriptions above) you wish to choose.
- 2) Click **Back** to return to the main menu (page 1).





notes

05/10/2020 08:40:00



Adjuster Selection - Maintain Adjuster Files

This Adjuster Selection pop-up window appears when you click **Adjuster Master File** on the File Maintenance Menu screen (page 3). There are two functions from which to choose.

- ◆ Maintain files for adjusters already authorized to ARMS Web.
- ◆ Add new adjusters to ARMS Web.

You can do one of the following:

- 1) Key the first few letters of a name in the **Adjuster Last Name** field, and click **Search** to find a particular adjuster.
OR
- 2) Click to highlight the adjuster you wish to select, and click **OK** to continue to the Adjuster Maintenance screen (page 6).
OR
- 3) Click **Add an Adjuster** to continue to the Adjuster Add screen (page 7).
OR
- 4) Click **Back** to return to the File Maintenance Menu screen (page 3) without selecting or adding an adjuster.

The screenshot shows the 'Adjuster Selection' window within the 'Enterprise' application. The window title is 'Adjuster Selection' and it has a close button (X). Inside the window, there is a text field labeled 'Adjuster Last Name:' with a 'Search' button next to it. Below this is a list box titled 'Adjuster Name' containing the following names: ARMS, INTL; AMEROSTER, BRENT; CICCIONE, MARIANNE; DEKENTON, MICHAEL; DEVALLANCE, KIM; EDWARDS, DENISE; EDWARDS, ELLER; HUGHES, DANIELLE; KNOX, KATHY; KRAUSE, BRENDA; LALLEY, BRIAN; MAYERS, DONNA; MC CRATH, BRIAN; MEYER, THERESA; MILLER, REGINA. At the bottom of the window, there are 'Back' and 'OK' buttons. A status bar at the very bottom of the window displays 'Warning: Applet Window' and 'Add an Adjuster'.

Q:

When should I use Buttons?

A:

Use this section to access detail screens throughout ARMS Web.

Buttons - Overview	1
Rates	2
Detail	3
Message	4
Change Adjuster	5
Change Claims Office	6
Additional Charges.....	7

Add an Adjustor

This Adjuster Add screen appears when you click **Add an Adjustor** on the Adjustor Selection pop-up window (page 5).

- 1) Key the new adjustor's information on the appropriate lines.



All information is *required* except the last four digits of a nine-digit ZIP code and a telephone extension.

- 2) Click **OK** to add the adjustor to the ARMS Web system and return to the File Maintenance Menu (page 3).
Click **Back** to return to the Adjuster Maintenance screen (page 6).

You can also click the following option button (Appendix, page 1):

Home - Return to the main menu (page 1).

Enterprise
rent-a-car
ARMS - Automated Rental Management System
Adjuster Add
Office: B0002 01

Adjuster Code:

Last Name:

First Name:

City/St/Zip:

Phone Number: Ext.

Status:

Add Date/Time:

Chg Date/Time:

Back OK

Home

Buttons - Overview

Buttons can guide you through the ARMS Web system quickly. This overview describes those buttons that are the same throughout each option. Screens that can be accessed *only* through a button are described on the following pages. Other buttons are defined within the options in which they are used.

Rates - View the rates, address, and phone number of the Enterprise office receiving the reservation.

Home - Return to the ARMS Web main menu.

Detail - Access screens to key or view more detail in a reservation/rental.

Message - Send a message to an Enterprise office.

Change Adjuster - Change the adjuster handling the file.

Change Claims Office - Change a claims office.

Additional Charges - View additional charges on a rental contract.



notes

05:19:00 "08:10:00



Detail

Additional Information in a Reservation Renter, Vehicle, Repair Facility, and Claim Information

This Create Reservation screen appears when you click Detail on the previous Create Reservation screen (Create a Reservation, page 2). It is also available in the Change Reservation/Rental and View Reservation/Rental sections.

- 1) Key the renter's Last Name, First name, and work and/or home telephone numbers (required).
- 2) Key any other information you wish to include about the renter, vehicle, repair facility, or coverage in the appropriate fields.
- 3) Click Next to save this information and continue to the next Create Reservation screen (below).



Any previously keyed information is retained and displays in the appropriate fields. This applies to both detail screens.



Additional Information in a Reservation Authorization, Rental Delivery Information, and Message

This Create Reservation screen appears when you click Next on the previous Create, Change, or View Reservation/Rental screen.

- 1) If the Type is Insured or Theft, the Daily and Maximum fields under Policy Coverage and the Number of Days field must be filled in. Click Rates to view rates (optional). If the type is Claimant, the Number of Days and Vehicle Rate fields must be filled in. Key the Phone Number Where Rental Is Needed, and use the drop-down arrow to select Yes if the rental is needed immediately or No if not (required).
- 2) Key any other information you wish to include about the authorization, rental delivery, and message.
- 3) Click Finish to process the reservation and return to the ARMS Web main menu (Introduction, page v).

Q:

When should I use Buttons?

A:

Use this section to access detail screens throughout ARMS Web.

Buttons - Overview

Buttons - Overview	1
Rates	2
Detail	3
Message	4
Change Adjuster	5
Change Claims Office	6
Additional Charges	7

Change Adjustor

Use this Adjustor Selection screen to look up or change an adjustor assigned to a reservation/rental.

- 1) Click to highlight the name of the adjustor you wish to select.
To search for an adjustor by last name, key in the desired name and click Search.
- 2) Click OK to insert the adjustor's name in the appropriate fields. The name is locked in and carries forward to other screens of the authorization. Click Back to return to the previous screen without selecting an adjustor.



Click **Change Claims Office** to transfer the reservation/rental to another claims office. A pop-up window with a list of claims offices within your company displays (page 6).

Claim Number

Authorization Information

Authorized Amounts

Number of Day

Vehicle Rate (Claimant)

Direct Bill Percer

NOT SPECIFIED

EC-ECONOMY

CC-COMPACT

Message

Back

Adjuster Selection

Office: B0003-01

Adjuster Last Name: **Search**

Adjuster Name
ADAMS, KYLE
DENISON, MICHAEL
DEVALLANCE, KIM
KRAUSE, BRENDA
LALLEY, BRIAN
HAYNES, DONNA
MC GRATH, BRIAN
MEYER, THERESA
MILLER, REGINA
MONSON, DAVID
RANDOLPH, JANICE
SUMNER, CALI
TOTH, KELLY
UNKNOWN, UNKNOWN

Back **OK**

AMS, KYLE

Claimant

P. TRUCK

00 Ext: 0000

Finish

Warning: Applet Window

Change Claims Office

Buttons - Overview

Buttons can guide you through the ARMS Web system quickly. This overview describes those buttons that are the same throughout each option. Screens that can be accessed *only* through a button are described on the following pages. Other buttons are defined within the options in which they are used.

Rates - View the rates, address, and phone number of the Enterprise office receiving the reservation.

Home - Return to the ARMS Web main menu.

Detail - Access screens to key or view more detail in a reservation/rental.

Message - Send a message to an Enterprise office.

Change Adjuster - Change the adjuster handling the file.

Change Claims Office - Change a claims office.

Additional Charges - View additional charges on a rental contract.

Additional Charges

Use this Additional Charges screen to authorize charges in addition to the price of the rental.

- 1) Click to select the type of surcharge in the **Type** column.
Select from these three types:
 - ◆ **Daily** (the amount authorized is charged on a daily basis).
 - ◆ **Rental** (the amount authorized is charged once during the rental).
 - ◆ **Percentage** (the amount authorized is a percentage charge, e.g., airport access fee).
- 2) Key the dollar amount or percentage you are authorizing in the **Amount** or **Percent** column to the right of the **Type** column.
- 3) Click **OK** to save these charges and return to the previous screen. Click **Back** to return to the previous screen without authorizing any charges.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click OK. Key over any existing information to make changes.

Enterprise

Create Reservation

KYLE

Additional Charges

Office: B0003 01
Adjuster: ADAMS, KYLE

Charge	Type	Amount *	Percent *
CDN	Daily	8.99	
PAI			
MILEAGE CHARGE			
DPOF CHARGE			
MISC CHARGES			
UNDEFACE DRIVER			
BABY CAR SEAT			

*Enter either an amount or percent, not both

Back
OK
Next

Message
Change Adjuster
Additional Charges

Detail

Additional Information in a Reservation Renter, Vehicle, Repair Facility, and Claim Information

This Create Reservation screen appears when you click Detail on the previous Create Reservation screen (Create a Reservation, page 2). It is also available in the Change Reservation/Rental and View Reservation/Rental sections.

- 1) Key the renter's Last Name, First name, and work and/or home telephone numbers (required).
- 2) Key any other information you wish to include about the renter, vehicle, repair facility, or coverage in the appropriate fields.
- 3) Click Next to save this information and continue to the next Create Reservation screen (below).



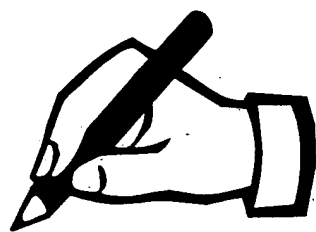
Any previously keyed information is retained and displays in the appropriate fields. This applies to both detail screens.



Additional Information in a Reservation Authorization, Rental Delivery Information, and Message

This Create Reservation screen appears when you click Next on the previous Create, Change, or View Reservation/Rental screen.

- 1) If the Type is Insured or Theft, the Daily and Maximum fields under Policy Coverage and the Number of Days field must be filled in. Click Rates to view rates (optional). If the type is Claimant, the Number of Days and Vehicle Rate fields must be filled in. Key the Phone Number Where Rental Is Needed, and use the drop-down arrow to select Yes if the rental is needed immediately or No if not (required).
- 2) Key any other information you wish to include about the authorization, rental delivery, and message.
- 3) Click Finish to process the reservation and return to the ARMS Web main menu (Introduction, page v).



notes

00041800 00041800



Change Adjustor

Use this Adjustor Selection screen to look up or change an adjustor assigned to a reservation/rental.

- 1) Click to highlight the name of the adjustor you wish to select.
To search for an adjustor by last name, key in the desired name and click **Search**.
- 2) Click **OK** to insert the adjustor's name in the appropriate fields. The name is locked in and carries forward to other screens of the authorization. Click **Back** to return to the previous screen without selecting an adjustor.



Click **Change Claims Office** to transfer the reservation/rental to another claims office. A pop-up window with a list of claims offices within your company displays (page 6).

Enter

Claim Number: []

Authorization Information

Authorized Amounts

Number of Day

Vehicle Rate (Claimant)

Direct Bill Percent

NOT SPECIFIED

EC-ECONOMY

CC-COMPACT

Message:

[]

Back

Rates Home

Warning: Applet Window

Adjuster Selection

Office: B0003 01

Adjuster Last Name: [] Search

Adjuster Name

- AMS, KYLE
- DENNISON, MICHAEL
- DEVALLANCE, KIM
- KRAUSE, BRENDA
- LALLEY, BRIAN
- MAYNES, DONNA
- MC GRATH, BRIAN
- MYER, THERESA
- MILLER, REGINA
- MONSON, DAVID
- RANDOLPH, JANICE
- SUMNER, CALI
- TOTH, KELLY
- UNKNOWN, UNKNOWN

Back OK

Change Claims Office

AMS, KYLE

Claimant

TRUCK

00 Ext: 0000

Finish

ARMS/400 UPDATE**

Please be advised of the following update to the ARMS/400 program:

ARMS/400 adjusters now have a new way to view open rentals. We have added a new feature that allows adjusters to sort claims by repair facility when searching for rentals by the last authorized day. This enhancement will enable adjusters to proactively manage their files (or the entire office's files) by consolidating all of the rentals that require follow-up by repair facility.

This is what the Select Reservation/Rental screen currently looks like after you select Option 2 - Change Reservation/Rental on the ARMS/400 Main Menu:

0
3
5
1
4
0
7
0
0
4
0
0
0

```

A4100RF      ARMS/400 - Automated Rental Management System
Office: INS11 02      Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Renter Last Name      _____ First: _____
Claim Number:         _____

To narrow your search, enter any of the additional information.
Adjuster Last Name     _____
Last Authorized Day    030800
Date of Loss           000000
Status:               blank=All
                     1=Open Reservations
                     2=Open Rentals

F3=Exit      F6=Adj Lookup      F12=Previous
Press <ENTER> to Continue

```

On the current screen, there is no way of sorting rentals by repair facility. The only sort available is by adjuster last name or the status of the rental.

Additional Charges

Use this Additional Charges screen to authorize charges in addition to the price of the rental.

- 1) Click to select the type of surcharge in the **Type** column.
Select from these three types:
 - ♦ **Daily** (the amount authorized is charged on a daily basis).
 - ♦ **Rental** (the amount authorized is charged once during the rental).
 - ♦ **Percentage** (the amount authorized is a percentage charge, e.g., airport access fee).
- 2) Key the dollar amount or percentage you are authorizing in the **Amount** or **Percent** column to the right of the **Type** column.
- 3) Click **OK** to save these charges and return to the previous screen. Click **Back** to return to the previous screen without authorizing any charges.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click OK. Key over any existing information to make changes.

Enterprise

Create Reservation

Office: B0003 -01
Adjuster: ADAMS, KYLE

Charge	Type	Amount	Percent
EDV	Daily	8.99	
PAT			
MILEAGE CHARGE			
OPPF CHARGE			
MISC CHARGES			
UNREPAID DRIVER			
BABY CAR SEAT			

* Enter either an amount or percent, not both

Back
OK
Next

Message
Change Adjuster
Additional Charges

ARMS/400 UPDATE**

Updated Screen

The updated screen includes the field Sort by Repair Facility (see highlighted below).

```

A4100RF  ARMS/400  Automated Rental Management System
Office: INSH1 02  Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Renter Last Name: _____ First: _____
Claim Number: _____

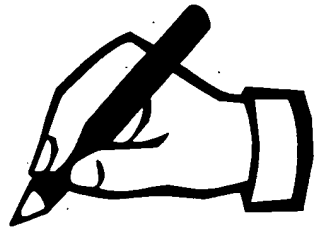
To narrow your search, enter any of the additional information.

Adjuster Last Name: _____
Last Authorized Day: 030800  Sort by Repair Facility Y Y/N
Date of Loss: 000000
Status: blank=ALL
        1=Open Reservations
        2=Open Rentals

F3=Exit F6=Adj Lookup F12=Previous
Press <ENTER> to Continue.
    
```

All other filter options on this screen will remain the same. Please refer to your ARMS/400 User Guide for instructions on the other fields on this screen.

For this new feature, key the desired date in the **Last Authorized Day** field and **Y (Yes)** in the **Sort by Repair Facility** field. Press [ENTER]. Another new screen, Select Open Rentals by Repair Facility, appears (page 3).



notes

000720-0004000



ARMS/400 UPDATE

Select Open Rentals by Repair Facility Screen

```

ARMS/400 - Automated Rental Management System
Offices: INSL 02      Select Open Rentals by Repair Facility

Position to Repair Facility: _____

Repair Facility: ABC Body Shop      314-555-1234

Sel  Renter      Drvbl  Yr  Make/Model      Days  Auth  Last
-----
1  WILLIAMS, DAN  N    97  HONDA ACCORD      18    12    2/29/00
2  STEPHENS, KEN  N    00  CHEV SUBURBAN     7     17    3/03/00
3  ABRAMS, JEFF   N    98  FORD EXPLORER     6     9     3/04/00
4  DAVIS, JOAN    Y    94  CHEV CAVALIER     5     8     3/05/00
5  MILLER, KIM    Y    99  VW PASSAT         4     7     3/07/00
6  REE, ROBERT    Y    96  HONDA CIVIC       0     3     3/08/00
More...

F3=Exit  F5=Previous Repairer  F6=Next Repairer  F12=Previous
    
```

The repair facilities appear in alphabetical order. To view a different repair facility, key the name in the Position to Repair Facility field and press [ENTER].

To select a file, key 1 in the Sel (Select) field and press [ENTER]. The Change Reservation/Rental appears (page 4).

- [F3] Exit
Return to the ARMS/400 Main Menu.
- [F5] Previous Repairer
Move back to the previous repair facility (in alphabetical order).
- [F6] Next Repairer
Move to the next repair facility (in alphabetical order).
- [F12] Previous
Return to the Select Reservation/Rental screen (page 2).

ARMS/400 UPDATE**

Please be advised of the following update to the ARMS/400 program:

ARMS/400 adjusters now have a new way to view open rentals. We have added a new feature that allows adjusters to sort claims by repair facility when searching for rentals by the last authorized day. This enhancement will enable adjusters to proactively manage their files (or the entire office's files) by consolidating all of the rentals that require follow-up by repair facility.

This is what the Select Reservation/Rental screen currently looks like after you select Option 2 - Change Reservation/Rental on the ARMS/400 Main Menu:

A4100RF ARMS/400 - Automated Rental Management System
Office: INS11 02 Select Reservation/Rental

Enter a name or claim number to position a list of reservations/rentals for selection.

Renter Last Name: _____ First: _____
Claim Number: _____

To narrow your search, enter any of the additional information.

Adjuster Last Name: _____
Last Authorized Day: 030800
Date of Loss: 000000
Status: blank=ALL
1=Open Reservations
2=Open Rentals

F3=Exit F6=Adj Lookup F12=Previous
Press <ENTER> to Continue

On the current screen, there is no way of sorting rentals by repair facility. The only sort available is by adjuster last name or the status of the rental.

ARMS/400 UPDATE**

Change Reservation/Rental Screen

The Change Reservation/Rental screen has also been updated (see highlighted below).

```

A4100RE      ARMS/400 - Automated Rental Management System
Office: INST 02      Change Reservation/Rental  Adj: DEVALLANCE, K
Status: OPEN RENTAL      Claim#: 123456789123987654
Renter: LEE, ROBERT K
        1313 MOCKINGBIRD LANE
        ADDAMSTOWN, MO  65432      Type: C CLAIMANT
        Work: 800-987-6543 Ext: 1313      Repair: ABC BODY SHOP
        Home: 314-456-7890      Ph/Veh: 314-555-1234 96 Honda
Rental: ENTERPRISE RENT-A-CAR Loc: 0101      Policy Coverage Authorized
        8888 LADUE ROAD      Res: 123456      Daily:      Rate: 22.99
        ST. LOUIS, MO      Tkt: 444444      # Days: 3
        314-863-6886      Rental Start: 3/06/00      Last Auth Day: 3/08/00
A  Date      S/R      Message      Auth Total: 300.00 plus tax/surchg      Days Tot
A  3/07/00      R      CAR IS IN PAINT BOOTH, WILL BE DONE FRIDAY      2
3/06/00      R      TICKET 444444 OPENED 03/06/00 @ 12:34:00      0 3
3/01/00      R      AUTHORIZATION CONFIRMED BY ENTERPRISE      0 3
3/01/00      R      RESERVATION NUMBER 123456      0 3
More:
F2=Rates F3=Exit F4=Detail F5=Msg F6=Adj Chg F9=Surchg F11=Cancel F12=Prev
Press <F10> to Process
    
```

The phone number of the repair facility and the vehicle being repaired have been added. For detailed instructions on the other fields, please refer to your ARMS/400 User Guide.

Note: These new fields will also be available on the View Reservation/Rental screen.

ARMS/400 UPDATE**

Updated Screen

The updated screen includes the field Sort by Repair Facility (see highlighted below).

A4100RF ARMS/400 - Automated Rental Management System
Office: INS11 02 Select Reservation/Rental

Enter a name or claim number to position a list of reservations/rentals for selection.

Enter Last Name: _____ First: _____
Claim Number: _____

To narrow your search, enter any of the additional information.

Adjuster Last Name: _____

Last Authorized Day: 030800 Sort by Repair Facility Y Y/N
Date of Loss: 000000

Status: blank=All
1=Open Reservations
2=Open Rentals

F3=Exit F6=Adj. Lookup F12=Previous
Press <ENTER> to Continue

All other filter options on this screen will remain the same. Please refer to your ARMS/400 User Guide for instructions on the other fields on this screen.

For this new feature, key the desired date in the Last Authorized Day field and Y (Yes) in the Sort by Repair Facility field. Press [ENTER]. Another new screen, Select Open Rentals by Repair Facility, appears (page 3).

ARMS/400 UPDATE**

Please be advised of the following update to the ARMS/400 program:

ARMS/400 is being enhanced with additions to Option 15 - On-Line Reporting. With these new features, more reports on rentals, broken down by adjuster, repair facility, or claim center, can be displayed on the screen.

Two new choices appear on the Select Report View Options screen:

- Closed in the Status field
- Summary in the Report Type field

The screen below is what the Select Report View Options screen currently looks like after Option 15 is selected on the ARMS/400 Main Menu.

A4500RA ARMS/400 - Automated Rental Management System
OFFICE: INS11 96 On-line Reporting
Select Report View Options
Report Sorted By: 1 1=Adjuster 2=Bodyshop 3=Office
Additional Sort: 1 1=Auth Days 2=Days Behind
Report Type: 1 1=Detail
Status: 1 1=Open
F3=Exit F12=Previous

On the current screen, closed ticket reports or summary report types were not available.

Select Open Rentals by Repair Facility Screen

```

ARMS/400 - Automated Rental Management System
Office: INS11 02          Select Open Rentals by Repair Facility

Position at Repair Facility: _____

Repair Facility: ABC Body Shop          514-555-1234

Sel  Renter      Drvbl  Yr Make/Model      Days  Auth  East
-----
=    WILLIAMS, RAN  N    97 HONDA ACCORD      10   12    2/29/00
-    STEPHENS, REN  N    00 CHEV SUBURBAN     7    17    3/03/00
-    ABRAHAM, JEFF  N    98 FORD EXPLORER     6    9     3/04/00
Y    DAVIS, JOAN   Y    91 CHEV CAVALIER     3    8     3/05/00
Y    RICHLER, KIM  Y    99 VW PASSAT         1    7     3/07/00
1    LEE, ROBERT   Y    96 HONDA CIVIC       8    3     3/08/00
More...

F3=Exit  F5=Previous Repairer  F6=Next Repairer  F12=Previous
    
```

The repair facilities appear in alphabetical order. To view a different repair facility, key the name in the Position to Repair Facility field and press [ENTER].

To select a file, key 1 in the Sel (Select) field and press [ENTER]. The Change Reservation/Rental appears (page 4).

[F3] Exit
Return to the ARMS/400 Main Menu.

[F5] Previous Repairer
Move back to the previous repair facility (in alphabetical order).

[F6] Next Repairer
Move to the next repair facility (in alphabetical order).

[F12] Previous
Return to the Select Reservation/Rental screen (page 2).

Updated Screen

A4500RA		ARMS/400 - Automated Rental Management System	
OFFICE: INS11 06		On-Line Reporting	
Select Report View Options			
Report Sorted By: 1 1=Adjuster, 2=Repair Facility, 3=Office			
Status: 2 1=Open 2=Closed			
Report Type: 2 1=Detail 2=Summary			
Additional Sort: 1 1=Auth Days, 2=Days Behind			
F8=Exit		F12=Previous	

From the updated Select Report View Options screen, adjusters can now select summary reports and reports on closed tickets — in addition to all of the other reports they could previously access with Option 15.

➤ The fields still automatically default to 1. You must key 2 to access the new choices on the menu.

1. Key the desired sorting method.
2. Press [ENTER].
If 2 is keyed in the Status field and 1 is keyed in the Report Type field, a Closed Detail screen appears (page 3).
If 2 is keyed in the Status field and 2 is keyed in the Report Type field, a Closed Summary screen appears (page 5).

➤ **Note:** These are the only two screens that will be shown in this update. Both will be sorted by Adjuster and Authorized Days. For instructions on other screens, please refer to the ARMS/400 User Guide.

ARMS/400 UPDATE

Change Reservation/Rental Screen

The Change Reservation/Rental screen has also been updated (see highlighted below).

```

ARMS/400 - Automated Rental Management System
Office: RNSH 02 Change Reservation/Rental Adj: DEVALANCE, K
Status: OPEN RENTAL Client: 1234567891234567891
Renter: LEE, ROBERT K Type: C. CHAUMANT
1313 MOCKINGBIRD LANE Repair: ABE BODY SHOP
ADDAMSTOWN, MO 65432
Work: 800-987-6543 Ext: 1313 Ph/Veh: 314-555-1234 96 Honda
Home: 314-456-7890 Policy Coverage Authorized
Rental: ENTERPRISE RENT-A-CAR Loc: 0101 Daily: Rate: 22.99
8888 MADUE ROAD Res: 123456 Max: # Days: 3
St. LOUIS, MO Tel: 414-144 Pct: 100
314-468-6886 Rental Start: 3/06/00 Last Auth Days: 3/08/00
-----
A Date: S/A Message Auth Total: 300.00 plus tax/surchg Days Tot
A 3/07/00 CAR IS IN PAINT BOOTH, WILL BE DONE FRIDAY 2
3/06/00 R TICKET 444444 OPENED 03/06/00 @ 123456 0 3
3/01/00 R AUTHORIZATION CONFIRMED BY ENTERPRISE 0 3
3/01/00 R RESERVATION NUMBER 123456 0 3
More...
F2-Rates F3-Exit F4-Detail F5-Msg F6-Adj Chg F9-Surchg F11-Cancel F12-Prev
Press <F10> to Process
    
```

The phone number of the repair facility and the vehicle being repaired have been added. For detailed instructions on the other fields, please refer to your ARMS/400 User Guide.

Note: These new fields will also be available on the View Reservation/Rental screen.

ARMS/400 UPDATE

Closed Detail Screen

```

ARMS/400 - Automated Rental Management System
OFFICE: TNS11 02   Closed Detail - By Adjuster, By Auth Days
Office Active: 01/1/99
Position to Adjuster Last Name: _____ Range: 01/2000-02/2000
Adjuster Name: ADAMS, KYLE

Sel  Claim Number  Typ  Rate  Rent  Auth  # of  Total  Amt  Bill
     123456789012   I    20.00   32   30   5  640.00  300.00  599.00
     360257890155   C    22.00   20   20   2  440.00  440.00  440.00
     556589541255   T    20.00   15   14   1  300.00  290.00  290.00
     987451547486   I    20.00   15   5    1  100.00  100.00  100.00
     0115112689541   C    24.99    1    2    1   24.99   24.99   24.99

Total: 5   Avgs: 21.40 14.5 14.2 1.8 301.00 289.00 289.00
F3=Exit  F5=Previous Adj  F6=Next Adj  F9>Show Rentar  F12=Prev
    
```

From the Closed Detail screen, adjusters can select an individual claim or simply look at the information provided on this screen.

1. **Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.
2. Press [ENTER] to display the selected adjuster's name.

The following fields are display-only (unless noted below):

Office Active - The first month with available reporting data.

Range - The range of dates for the reporting data.

➤ *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

Adjuster Name - The adjuster in charge of the claims listed below.

Claim Number - The claim number assigned to a particular renter.

Typ - The type of claim (I=Insured, C=Claimant, T=Theft).

Rate Auth - The rate of the vehicle authorized by the adjuster.

Rent Days - The number of days the vehicle has been on rent.

Auth Days - The number of days authorized by the adjuster.

of Ext - The number of extensions the adjuster has sent.

Total Chgs - The total amount of charges on the rental contract.

Amt Rcvd - The amount of the payment received by Enterprise.

ARMS/400 UPDATE

Please be advised of the following update to the ARMS/400 program:

ARMS/400 is being enhanced with additions to Option 15 - On-Line Reporting. With these new features, more reports on rentals, broken down by adjuster, repair facility, or claim center, can be displayed on the screen.

Two new choices appear on the Select Report View Options screen:

- Closed in the Status field
- Summary in the Report Type field

The screen below is what the Select Report View Options screen currently looks like after Option 15 is selected on the ARMS/400 Main Menu.

08/15/00 15:00

```

A4500RA      ARMS/400 - Automated Rental Management System
OFFICE: INSH 06      On-Line Reporting
Select Report View Options

Report Sorted By: 1 1=Adjuster, 2=Bodyshop, 3=Office
Additional Sorts: 1 1=Auth Days, 2=Days Behind
Report Types: 1 1=Retard
Status: 1 1=open

F3=Exit      F12=Previous

```

On the current screen, closed ticket reports or summary report types were not available.

Bill Amount - The amount of the rental bill.

Total - The number of contracts the adjuster is handling at this time.

Avg - The average numbers from the columns above.

3. Key 1 in the Sel (Select) field to choose a particular claim.
4. Press [ENTER]. The View Reservation/Rental screen appears. Please refer to the ARMS/400 User Guide to view the View Reservation/Rental screen.

[F3] Exit
Return to the Main Menu (page 1).

[F5] Previous Adj
Display the previous adjuster's (alphabetically) claims (if applicable).

[F6] Next Adj
Display the next adjuster's claims (if applicable).

[F9] Show Renter
Display renters' names in place of the claim numbers.

[F12] Prev
Return to the Select Report View Options screen (page 2).

08/15/00 09:41:43

ARMS/400 UPDATE *

Updated Screen

```

M500RA  ARMS/400 - Automated Rental Management System
OFFICE: INSL 06  On-line Reporting

Select Report View Options

Report sorted By: 1 1=Adjuster 2=Repair Facility 3=Office
Status: 2 1=Open 2=Closed
Report Type: 2 1=Detail 2=Summary

Additional Sort: 1 1=Auth Days 2=Days Behind

F3=Exit F12=Previous
    
```

From the updated Select Report View Options screen, adjusters can now select summary reports and reports on closed tickets — in addition to all of the other reports they could previously access with Option 15.

➤ The fields still automatically default to 1. You must key 2 to access the new choices on the menu.

1. Key the desired sorting method.
2. Press [ENTER].
 If 2 is keyed in the Status field and 1 is keyed in the Report Type field, a Closed Detail screen appears (page 3).
 If 2 is keyed in the Status field and 2 is keyed in the Report Type field, a Closed Summary screen appears (page 5).

➤ **Note:** These are the only two screens that will be shown in this update. Both will be sorted by Adjuster and Authorized Days. For instructions on other screens, please refer to the ARMS/400 User Guide.

ARMS/400 UPDATE

Closed Summary Screen

ARMS/400 - Automated Rental Management System									
OFFICE: INSL1 02		Closed Summary - By Adjuster						Office Active: 01/1999	
Position to Adjuster Last Name: _____		Range: 01/2000-01/2000							
<-----A V E R A G E S----->									
Adjuster Name	Tot Inv	Rate	Rent Days	Auth Days	# of Ext	Total Chgs	Amt Rcvd	Bill Amount	
ADAMS, KYLE	30	26.99	25.0	24.0	4.6	960.00	380.00	380.00	
DEVALANCE, JIM	40	24.99	22.3	21.7	4.1	880.00	300.00	300.00	
FLASH, JACK	25	22.99	17.7	16.3	3.7	620.00	550.00	550.00	
SUMMER, CARY	20	21.99	15.2	14.4	2.4	475.00	375.00	375.00	
TOTH, KELLY	12	19.99	10.1	9.9	1.2	125.00	125.00	125.00	
Summary:	29.4	23.99	18.1	17.3	3.2	612.00	546.00	546.00	Bottom
F3=Exit F12=Previous									

This Summary screen contains average totals for adjusters.

Position to Adjuster Last Name - Key the first few letters of the last name of the adjuster whose claims you wish to view.

The following fields are display-only (unless noted below):

Office Active - The first month with available reporting data.

Range - The range of dates for the reporting data.

- These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.

Adjuster Name - The adjuster in charge of the claims.

Tot Inv - The total number of invoices for this adjuster.

Rate Auth - The rate of the vehicle authorized by the adjuster.

Rent Days - The number of days the vehicle has been on rent.

Auth Days - The number of days authorized by the adjuster.

of Ext - The number of extensions the adjuster has sent.

Total Chgs - The total amount of charges on the rental contract.

Amt Rcvd - The amount of the payment received by Enterprise.

Bill Amount - The amount of the rental bill.

Summary - The average of all of the columns above.

[F3]

Exit

Return to the Main Menu (page 1).

ARMS/400 UPDATE

Closed Detail Screen

ARMS/400 - Automated Rental Management System
 OFFICE: NS14 02 Closed Detail - By Adjuster, By Auth Days
 Office Address: 11/1499
 Position to Adjuster Last Name: Range: 01/2000-02/2000
 Adjuster Name: ADAMS, TOME

Seq	Claim Number	Typ	Rate	Rent Days	Auth Days	# of Ext	Total Chgs	Amt Rcvd	Bill Amount
1	123456789012	I	20.00	32	30	5	640.00	600.00	600.00
2	560234567890	C	22.00	20	20	2	440.00	440.00	440.00
3	345678901234	T	20.00	15	14	1	300.00	280.00	280.00
4	987456123456	I	20.00	5	5	1	100.00	100.00	100.00
5	011512345678	C	24.00	1	1	2	24.00	24.00	24.00
Total: 5									Mora
Avg: 21.40 14.6 14.2 1.8 301.00 289.00 289.00									
F3=Exit F4=Previous Adj F5=Next Adj F9>Show Rentals F12=Prev									

From the Closed Detail screen, adjusters can select an individual claim or simply look at the information provided on this screen.

1. **Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.
2. Press [ENTER] to display the selected adjuster's name.

The following fields are display-only (unless noted below):

Office Active - The first month with available reporting data.
Range - The range of dates for the reporting data.

- These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.

Adjuster Name - The adjuster in charge of the claims listed below.
Claim Number - The claim number assigned to a particular renter.
Typ - The type of claim (I=Insured, C=Claimant, T=Theft).
Rate Auth - The rate of the vehicle authorized by the adjuster.
Rent Days - The number of days the vehicle has been on rent.
Auth Days - The number of days authorized by the adjuster.
of Ext - The number of extensions the adjuster has sent.
Total Chgs - The total amount of charges on the rental contract..
Amt Rcvd - The amount of the payment received by Enterprise.

Previous

Return to the Select Report View Options screen (page 2).

* * *

1. *Chlorophyll a* (Chl *a*)
 2. *Chlorophyll b* (Chl *b*)
 3. *Chlorophyll c* (Chl *c*)
 4. *Chlorophyll d* (Chl *d*)
 5. *Chlorophyll e* (Chl *e*)
 6. *Chlorophyll f* (Chl *f*)
 7. *Chlorophyll g* (Chl *g*)
 8. *Chlorophyll h* (Chl *h*)
 9. *Chlorophyll i* (Chl *i*)
 10. *Chlorophyll j* (Chl *j*)
 11. *Chlorophyll k* (Chl *k*)
 12. *Chlorophyll l* (Chl *l*)
 13. *Chlorophyll m* (Chl *m*)
 14. *Chlorophyll n* (Chl *n*)
 15. *Chlorophyll o* (Chl *o*)
 16. *Chlorophyll p* (Chl *p*)
 17. *Chlorophyll q* (Chl *q*)
 18. *Chlorophyll r* (Chl *r*)
 19. *Chlorophyll s* (Chl *s*)
 20. *Chlorophyll t* (Chl *t*)
 21. *Chlorophyll u* (Chl *u*)
 22. *Chlorophyll v* (Chl *v*)
 23. *Chlorophyll w* (Chl *w*)
 24. *Chlorophyll x* (Chl *x*)
 25. *Chlorophyll y* (Chl *y*)
 26. *Chlorophyll z* (Chl *z*)
 27. *Chlorophyll aa* (Chl *aa*)
 28. *Chlorophyll ab* (Chl *ab*)
 29. *Chlorophyll ac* (Chl *ac*)
 30. *Chlorophyll ad* (Chl *ad*)
 31. *Chlorophyll ae* (Chl *ae*)
 32. *Chlorophyll af* (Chl *af*)
 33. *Chlorophyll ag* (Chl *ag*)
 34. *Chlorophyll ah* (Chl *ah*)
 35. *Chlorophyll ai* (Chl *ai*)
 36. *Chlorophyll aj* (Chl *aj*)
 37. *Chlorophyll ak* (Chl *ak*)
 38. *Chlorophyll al* (Chl *al*)
 39. *Chlorophyll am* (Chl *am*)
 40. *Chlorophyll an* (Chl *an*)
 41. *Chlorophyll ao* (Chl *ao*)
 42. *Chlorophyll ap* (Chl *ap*)
 43. *Chlorophyll aq* (Chl *aq*)
 44. *Chlorophyll ar* (Chl *ar*)
 45. *Chlorophyll as* (Chl *as*)
 46. *Chlorophyll at* (Chl *at*)
 47. *Chlorophyll au* (Chl *au*)
 48. *Chlorophyll av* (Chl *av*)
 49. *Chlorophyll aw* (Chl *aw*)
 50. *Chlorophyll ax* (Chl *ax*)
 51. *Chlorophyll ay* (Chl *ay*)
 52. *Chlorophyll az* (Chl *az*)
 53. *Chlorophyll aa'* (Chl *aa'*)
 54. *Chlorophyll ab'* (Chl *ab'*)
 55. *Chlorophyll ac'* (Chl *ac'*)
 56. *Chlorophyll ad'* (Chl *ad'*)
 57. *Chlorophyll ae'* (Chl *ae'*)
 58. *Chlorophyll af'* (Chl *af'*)
 59. *Chlorophyll ag'* (Chl *ag'*)
 60. *Chlorophyll ah'* (Chl *ah'*)
 61. *Chlorophyll ai'* (Chl *ai'*)
 62. *Chlorophyll aj'* (Chl *aj'*)
 63. *Chlorophyll ak'* (Chl *ak'*)
 64. *Chlorophyll al'* (Chl *al'*)
 65. *Chlorophyll am'* (Chl *am'*)
 66. *Chlorophyll an'* (Chl *an'*)
 67. *Chlorophyll ao'* (Chl *ao'*)
 68. *Chlorophyll ap'* (Chl *ap'*)
 69. *Chlorophyll aq'* (Chl *aq'*)
 70. *Chlorophyll ar'* (Chl *ar'*)
 71. *Chlorophyll as'* (Chl *as'*)
 72. *Chlorophyll at'* (Chl *at'*)
 73. *Chlorophyll au'* (Chl *au'*)
 74. *Chlorophyll av'* (Chl *av'*)
 75. *Chlorophyll aw'* (Chl *aw'*)
 76. *Chlorophyll ax'* (Chl *ax'*)
 77. *Chlorophyll ay'* (Chl *ay'*)
 78. *Chlorophyll az'* (Chl *az'*)
 79. *Chlorophyll aa''* (Chl *aa''*)
 80. *Chlorophyll ab''* (Chl *ab''*)
 81. *Chlorophyll ac''* (Chl *ac''*)
 82. *Chlorophyll ad''* (Chl *ad''*)
 83. *Chlorophyll ae''* (Chl *ae''*)
 84. *Chlorophyll af''* (Chl *af''*)
 85. *Chlorophyll ag''* (Chl *ag''*)
 86. *Chlorophyll ah''* (Chl *ah''*)
 87. *Chlorophyll ai''* (Chl *ai''*)
 88. *Chlorophyll aj''* (Chl *aj''*)
 89. *Chlorophyll ak''* (Chl *ak''*)
 90. *Chlorophyll al''* (Chl *al''*)
 91. *Chlorophyll am''* (Chl *am''*)
 92. *Chlorophyll an''* (Chl *an''*)
 93. *Chlorophyll ao''* (Chl *ao''*)
 94. *Chlorophyll ap''* (Chl *ap''*)
 95. *Chlorophyll aq''* (Chl *aq''*)
 96. *Chlorophyll ar''* (Chl *ar''*)
 97. *Chlorophyll as''* (Chl *as''*)
 98. *Chlorophyll at''* (Chl *at''*)
 99. *Chlorophyll au''* (Chl *au''*)
 100. *Chlorophyll av''* (Chl *av''*)
 101. *Chlorophyll aw''* (Chl *aw''*)
 102. *Chlorophyll ax''* (Chl *ax''*)
 103. *Chlorophyll ay''* (Chl *ay''*)
 104. *Chlorophyll az''* (Chl *az''*)
 105. *Chlorophyll aa'''* (Chl *aa'''*)
 106. *Chlorophyll ab'''* (Chl *ab'''*)
 107. *Chlorophyll ac'''* (Chl *ac'''*)
 108. *Chlorophyll ad'''* (Chl *ad'''*)
 109. *Chlorophyll ae'''* (Chl *ae'''*)
 110. *Chlorophyll af'''* (Chl *af'''*)
 111. *Chlorophyll ag'''* (Chl *ag'''*)
 112. *Chlorophyll ah'''* (Chl *ah'''*)
 113. *Chlorophyll ai'''* (Chl *ai'''*)
 114. *Chlorophyll aj'''* (Chl *aj'''*)
 115. *Chlorophyll ak'''* (Chl *ak'''*)
 116. *Chlorophyll al'''* (Chl *al'''*)
 117. *Chlorophyll am'''* (Chl *am'''*)
 118. *Chlorophyll an'''* (Chl *an'''*)
 119. *Chlorophyll ao'''* (Chl *ao'''*)
 120. *Chlorophyll ap'''* (Chl *ap'''*)
 121. *Chlorophyll aq'''* (Chl *aq'''*)
 122. *Chlorophyll ar'''* (Chl *ar'''*)
 123. *Chlorophyll as'''* (Chl *as'''*)
 124. *Chlorophyll at'''* (Chl *at'''*)
 125. *Chlorophyll au'''* (Chl *au'''*)
 126. *Chlorophyll av'''* (Chl *av'''*)
 127. *Chlorophyll aw'''* (Chl *aw'''*)
 128. *Chlorophyll ax'''* (Chl *ax'''*)
 129. *Chlorophyll ay'''* (Chl *ay'''*)
 130. *Chlorophyll az'''* (Chl *az'''*)
 131. *Chlorophyll aa''''* (Chl *aa''''*)
 132. *Chlorophyll ab''''* (Chl *ab''''*)
 133. *Chloroph*

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